COMPAQ

# User Guide

## Evo Notebook N160 Series

Document Part Number: 255103-002

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User Guide
Evo Notebook N160 Series
Second Edition: November 2001
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## Glossary

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# 1

# Introduction

As the owner of a new Compaq Notebook, you have joined the worldwide community of mobile computer users. Once your Notebook is set up and connected to the Internet, you can explore vast regions of information, entertainment, and services online.

The *User Guide* is designed for both experienced computer users and beginners. This easy-to-scan guide helps you find the information you want as quickly as possible. It's also designed to familiarize you with the following:

- Features you'll want to try during the first few days or weeks.
- Keeping your Notebook running smoothly.
- Solving common problems as they occur.

# Where Can I Find Information?

All the information you'll need to use the basic features of your new Notebook is available in the documents included with your Notebook. Some of these documents are printed and some are provided on the *Documentation Suite* CD.

These documents and others you may find useful are also available on the Internet. If you have access to the Internet, you can view these documents by visiting the Compaq Web site at:

www.compaq.com/support

**Note** *The illustrations shown and the features described in your Notebook documentation may differ slightly from your Notebook.*

☞ **See also** *The Compaq Web site is available worldwide. As you explore the Internet, stop at the following address for information about products, services, and special offers:* www.compaq.com.

## Printed Documents

In addition to the poster and manual listed below, your Notebook packing box may also include additional printed reference information specific to your Notebook model or geographic region.

### Getting Started Poster

This poster shows you how to set up your Notebook. When you finish, fold the poster and store it with your documents for future use. For more information about the hardware that came with your new Notebook, refer to "Your Notebook at a Glance" later in this guide.

### Operating System Manual

This manual explains how to set up, troubleshoot, and learn more about your new Notebook's operating system. In addition, it provides instructions for:

- Setting up accessibility options
- Using keyboard shortcuts
- Accessing the Windows Help and Support Center

### Warranty Certificate

The warranty details the Compaq commitment to service during the warranty period. Keep the warranty certificate in a safe place for future reference.

## Documents on the Documentation Suite CD

This section describes the guides available on the *Documentation Suite* CD, then explains how to view and print them.

### User Guide

This easy-to-scan guide explains how to set up your Notebook and get acquainted with its features. It also introduces:

- Common computer tasks
- Notebook maintenance
- Solutions for computer problems
- Compaq service tools

## Safety and Comfort Guide

This document explains how to protect your equipment from damage, protect yourself from injury, and ensure your comfort while using your Notebook.

**Did you know...** *The User Guide and the Safety and Comfort Guide are also available on the Compaq Web site at:* www.compaq.com.

## Regulatory and Safety Notices

This guide provides the regulatory and safety notices required by governmental agencies. These agencies worldwide use agency series numbers to identify products. The agency series numbers for your new Notebook are provided in the "Service" chapter of this guide.

In addition, the *Regulatory and Safety Notices* guide provides simple instructions for discharging static electricity from your fingers or other electrostatic conductors. Handling drives and some other electrostatic-sensitive components without first discharging static electricity could damage these components.

## Viewing or Printing a Guide on the CD

For information about using the CD drive, including instructions for inserting or removing a CD, refer to Chapter 5, "Using the CD or DVD Drive."

To view or print a document on the *Documentation Suite* CD:

1. Insert the *Documentation Suite* CD into the CD drive.
2. Select a guide from the *Documentation Suite* menu.
3. If Adobe Acrobat Reader information is displayed and you are asked to respond, follow the instructions on the screen to accept the Adobe Acrobat Reader license agreement or to install Acrobat Reader.
4. For information about closing Acrobat Reader or using it to view or print a document on the *Documentation Suite* CD, click the Help button near the top of the Adobe Acrobat Reader window.

**Did you know...** Acrobat Reader is a software application that enables you to view and print the documents on the *Documentation Suite* CD. You may also need Acrobat Reader to view and print some documents available on the Internet.

# Symbols and Graphics

## Symbols

The following words and symbols have special meaning in this guide and in the electronic documentation:

**Did you know...** *Text set off in this way provides important information that may help you solve a problem.*

**Tip** *Text set off in this way provides helpful hints that make using your Notebook easier and faster.*

**See also** *Text set off in this manner refers to another document or another page in this document that has related information.*

**WARNING:** Text set off in this manner indicates that failure to follow directions in the warning could result in bodily harm or loss of life.

**CAUTION:** Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of information.

## Graphics

The illustrations shown and features described in this document may differ slightly from your Notebook.

# Safety

**WARNING:** To reduce the risk of electric shock and damage to the equipment, read the Safety and Comfort document.

**Did you know...** *To protect your equipment from power surges, plug all power cords into a high-quality surge protector. If you have a dedicated telephone line for the modem, buy a surge protector with a telephone jack.*

## Disconnecting Your Notebook from the Power Source

**Windows 98 and Windows 2000**—To shut down your Notebook properly, complete the following steps:

1. Close all open programs.
2. On the Windows taskbar, click **Start,** then click **Shut Down…** The **Shut Down Windows** dialog box is displayed.
3. Select the **Shut down** option and click **OK.**

**Note** *If the Notebook does not turn off automatically, then press and hold the* ***Power*** ⏻ *button until the Notebook shuts down.*

4. Unplug the power cord from the wall outlet and unplug the modem line from the wall jack.

**Windows XP Home**—To shut down your Notebook properly, complete the following steps:

1. Close all open programs.
2. Click the **Start** button on the Windows taskbar. The Windows Start menu is displayed.

3. Click the **Turn Off Computer** button. The **Turn off computer** dialog box is displayed.
4. Select the **Turn Off** button.

**Note** *If the Notebook does not turn off automatically, then press and hold the* ***Power*** *button until the Notebook shuts down.*

5. Unplug the power cord from the wall outlet and unplug the modem line from the wall jack.

## Protecting Your Notebook During an Electrical Storm

During an electrical storm, you should take the following precautions to protect your Notebook from damage. You should immediately disconnect your Notebook from the power source.

**Tip** *After your Notebook is safely disconnected from AC power and the phone line, you can run your Notebook on battery power*

- If you are not using a surge protector, unplug all power cords from the wall outlets.
- Disconnect your Notebook from the wall outlets.
- Turn off the power button on all surge protectors.
- If a telephone line from your Notebook is plugged directly into the wall jack (without going through a surge protector), unplug the line from the wall jack.

# 2

# Your Notebook at a Glance

Before you begin using your new Notebook, you'll want to look at some of the basic components.

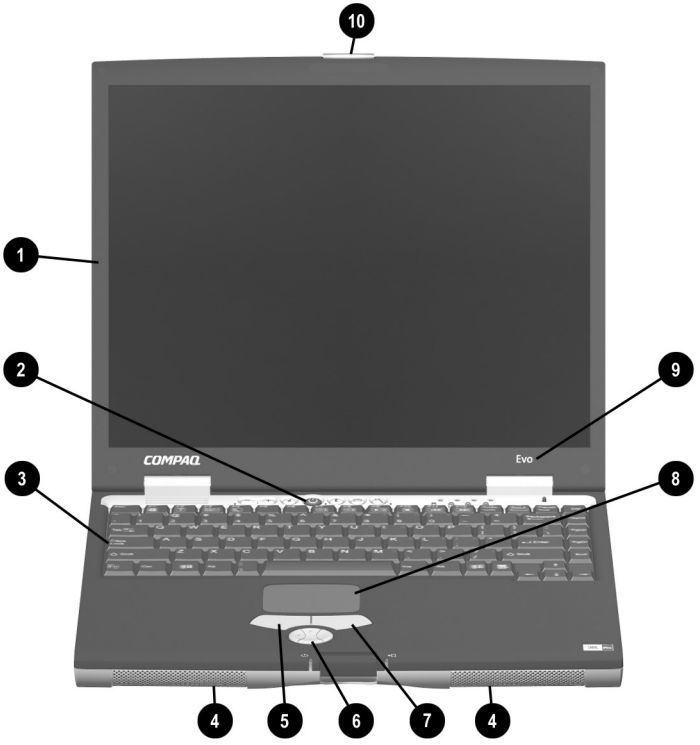
To open your new Notebook, lift the ❶ **Display Release Latch** and gently lift up the lid.

**See also** *"Turning Your Notebook On and Off" in Chapter 3 of this guide to learn more about how to start and shut down your Notebook.*

# Front of Your Notebook

Open your Notebook and take a look at these components.

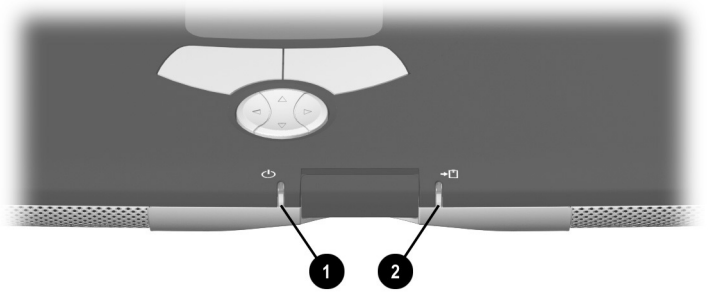
## Common Features




❶ Display
❷ Power Button
❸ Keyboard
❹ Speakers
❺ Left TouchPad Button
❻ Easy Scroll
❼ Right TouchPad Button
❽ TouchPad
❾ Series Number
❿ Display Release Latch

☞ **See also** *"TouchPad" in Chapter 3 of this guide for more information on using the TouchPad.*

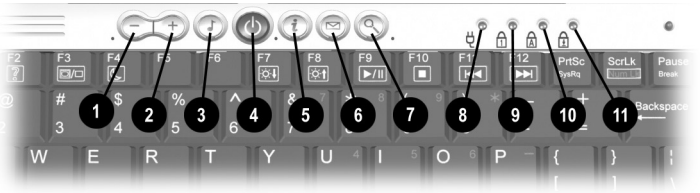
## Lower Front Panel




❶ Power Light

❷ Battery Charge Light

# Lights and Easy Access Buttons




❶ Volume Down Button
❷ Volume Up Button
❸ Digital Audio Button
❹ Power Button
❺ Instant Internet Easy Access Button
❻ E-mail Easy Access Button
❼ Search Easy Access Button
❽ AC Adapter Light
❾ Num Lock Light
❿ Caps Lock Light
⓫ Scroll Lock Light

**See also** *"Reprogramming the Easy Access Buttons" in Chapter 3 of this guide to learn how to program the Easy Access buttons to suit your needs.*

| Button | Button Description | Default Button Action |
|---|---|---|
| | Digital Audio | Launches Windows Media Player to play MP3 music. |
| | Instant Internet Easy Access Button | Provides your daily start point to the Internet. It connects you to a personalized Web page filled with local weather, news, sports, and financial information. |
| | E-mail Easy Access Button | Provides you with one-touch access for sending and reading your e-mail. |
| | Search Easy Access Button | Provides you with instant access to news and information on the Internet. Search for topics including shopping, images, music, and videos. |

## Function Keys

Preset function key combinations use the **Fn** key and a function key to access or execute frequently used system functions.

The following keys have already been assigned:

| Function Key Combinations | Description |
|---|---|
| **Fn+F1** | Compaq Web site launch key |
| **Fn+F2** | Windows Help |
| **Fn+F3** | Switches between the display and external monitor in the following order:<br>■ Display<br>■ External monitor<br>■ Display and external monitor<br>■ S-Video |
| **Fn+F4** | Sleep |
| **Fn+F5** | Contrast control down (*Not functional with all display types.*) |
| **Fn+F6*** | Contrast control up (** Not functional with all display types.*) |
| **Fn+F7** | Brightness control down |
| **Fn+F8** | Brightness control up |

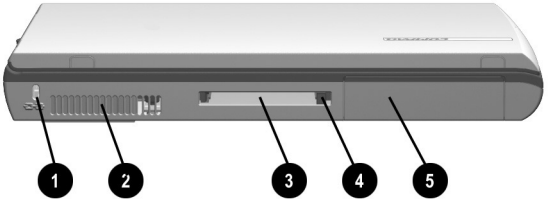
| Function Key Combinations | Description |
|---|---|
| **Fn+F9** | CD play/pause |
| **Fn+F10** | CD stop |
| **Fn+F11** | CD previous track |
| **Fn+F12** | CD next track |

# Left Panel

Take a look at the left side of your Notebook. This is where the PC Card slot and hard drive are located.

☞ **See also** *PC Cards are credit card—sized removable options that expand the capability of your Notebook.*

## Components on Left Side



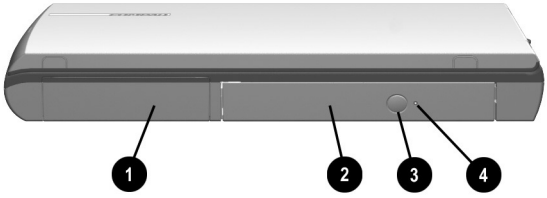

❶ Security Slot
❷ Air Vent
❸ PC Card Slot (Type I or II)
❹ PC Card Eject Button
❺ Hard Drive

# Right Panel

Take a look at the right side of your Notebook. This is where the battery and the CD,DVD,CD-RW, DVD/CD-RW, or diskette drive are located.

☞ **See also** *"CD-RW Basics" and "Using the Modular Media Bay" in Chapter 5 of this guide for more information.*

## Components on Right Side with CD, DVD, CD-RW, or DVD/CD-RW Drive Installed




❶ Battery Compartment

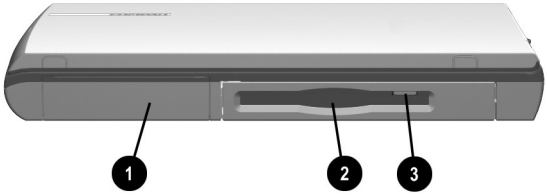
❷ Removable CD, DVD, CD-RW, or DVD/CD-RW Drive* in Modular Media Bay

❸ CD or DVD Media Eject Button

❹ CD or DVD Manual Eject Hole

** A CD, DVD, CD-RW, or DVD/CD-RW drive is available on selected models.*

# Components on Right Side with Diskette Drive Installed




❶ Battery Compartment

❷ Removable Diskette Drive* in Modular Media Bay

❸ Diskette Eject Button

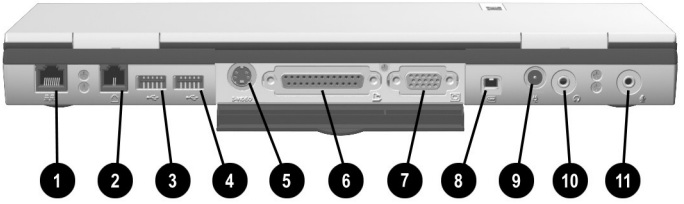
** A diskette drive is available on selected models.*

# Back Panel

Take a look at the back of your Notebook. This is where you connect external hardware such as a printer or external monitor. This is also where the microphone and the headphone jacks are located.

**See also** *"Installing Hardware Devices" in Chapter 4 of this guide for more information on attaching external devices.*

## Components on Back




❶ Ethernet Port*
❷ Modem Port
❸ USB Port
❹ USB Port
❺ S-Video Port
❻ Printer/Parallel Port
❼ External Monitor (VGA) Port
❽ 1394 Port
❾ AC Adapter Connector
❿ Headphone Jack
⓫ Microphone Jack

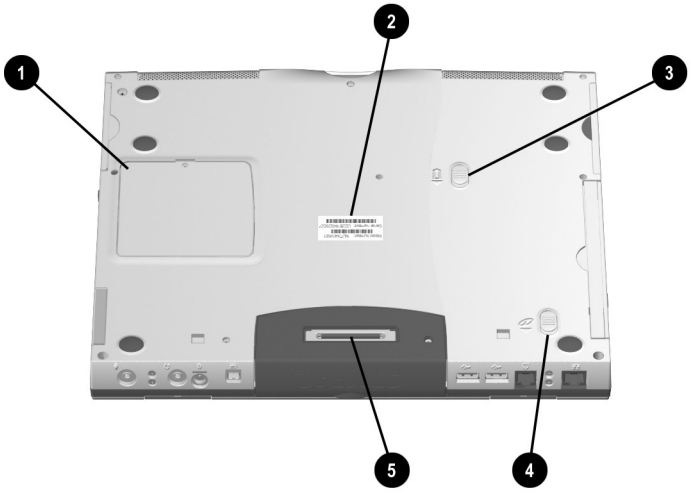
** Available on selected models.*

# Underside

Here's what is on the underside of your Notebook. This is where the memory compartment, the battery release switch, and the modular bay release switch are located.

**Tip** *Before calling Compaq Customer Support you will need the serial number from the underside of your Notebook.*

## Components on Underside




❶ Memory Compartment
❷ Model and Serial Number
❸ Battery Release Switch
❹ Modular Media Bay Release Switch
❺ QuikDock Port

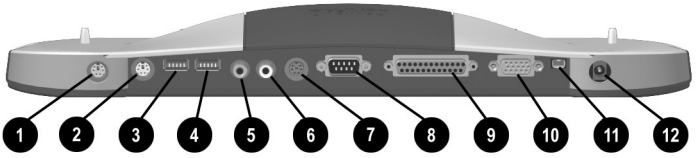
**See also** *"Using Battery Power" in Chapter 3 of this guide for more information about the Battery Release Switch.*

# QuikDock

With the QuikDock you can create a permanent work space or "dock" for your Notebook, complete with external monitor, keyboard, mouse, and printer.

## QuikDock Features

A QuikDock provides external ports for various connectors, allowing you to dock and remove your Notebook while your hardware devices remain connected to the QuikDock. The illustration and table below show where to connect external devices to the QuikDock.




| | | | |
|---|---|---|---|
| ❶ | Keyboard | ❼ | S-Video |
| ❷ | Mouse | ❽ | Serial |
| ❸ | USB | ❾ | Printer |
| ❹ | USB | ❿ | Monitor |
| ❺ | SPDIF (Digital Audio) | ⓫ | 1394 |
| ❻ | Composite-Video | ⓬ | AC Power |

# 3

# Using Your Notebook

Your Notebook is designed for easy setup, use, and upgrading. In this chapter, you'll become familiar with your Notebook features.

# Power On

This section helps you get your Notebook set up and running.

- Plugging and Unplugging AC Power
- Turning Your Notebook On and Off
- Using Battery Power
- Optimizing Processor Speed

**WARNING:** To reduce the risk of electrical shock, fire, or damage to the equipment, do not use converter kits sold for appliances to power your Notebook. Use only the Compaq adapter that came with your Notebook or a Compaq replacement part.

**CAUTION:** High voltages can enter your Notebook through the phone line connected to the modem. To protect your Notebook during electrical storms, use a telephone line surge protector.

**See also** *The Getting Started Poster and the Regulatory and Safety Notices guide for worldwide power cord information.*

# Plugging and Unplugging AC Power

## Do's

- Ensure that you can reach the electrical outlet easily.
- Unplug the AC adapter from the electrical outlet when you want to disconnect AC power from your Notebook.
- When unplugging from the electrical outlet, grasp the cord by the plug.

## Don'ts

- Do not leave the AC adapter plugged into the electrical outlet when it is not connected to your Notebook.
- Do not place anything on power cords or cables. Arrange them so that no one accidentally steps on or trips over them.

## Surge Protectors

Using surge protectors and line conditioners can substantially reduce the risk of electrical shock and aid in protecting your Notebook from power-source problems.

During a power surge, the voltage level of electricity coming into your Notebook can increase and cause data loss or system damage. Protect your Notebook and peripherals by connecting them to a surge suppressor, which absorbs voltage surges and prevents them from reaching your Notebook.

## Why Use AC Power When I've Got a Battery?

When you're not on the go, you'll want to use your Notebook's AC adapter as your power source. This ensures that the battery is always charged.

When your Notebook does not have a charged battery, you should save your work and turn off your Notebook before unplugging it from the AC power supply.

**Did you know...** *When a charged battery is in your Notebook, you can simply unplug it from AC power. Your Notebook automatically switches to battery power.*

# Turning Your Notebook On and Off

To turn on your Notebook, press the **Power** button, which is located at the top of the keyboard.

**Windows 98 and Windows 2000**
To turn off your Notebook properly, complete the following steps:

1. Save your work and exit all open programs.
2. Click the **Start** button, then click **Shut Down,** and select the **Shut down** option.
3. Click the **OK** button. After a few seconds, your Notebook will turn off.

**Note** *If your Notebook is not responding, press and hold down the **Power** button until your Notebook shuts down.*

**Windows XP Home**—To turn off your Notebook properly, complete the following steps:

1. Save your work and exit all open programs.
2. Click the **Start** button on the Windows taskbar. The Windows Start menu is displayed.
3. Click the **Turn Off Computer** button. The **Turn off computer** dialog box is displayed.
4. Click the **Turn Off** button. The operating system closes and your Notebook turns off.

**Note** *If your Notebook is not responding, press and hold down the* ***Power*** *button until your Notebook shuts down.*

## Power Button Functionality

When your Notebook is on, pressing the **Power** button places your Notebook in Hibernation mode.

**Did you know...** *Hibernation is a state of no power consumption. When your Notebook enters this mode, the contents of the memory are saved to the hard disk and your Notebook powers off.*

The settings for the **Power** button are as follows:

- Press and release the **Power** button once to enter Hibernation mode.
- Press and hold down the **Power** button to shut down your Notebook.

**Note** *You should only press and hold down the* ***Power*** *button to shut down your Notebook if it is locked up or not responding. Compaq does not recommend that you turn off your Notebook using this method under normal circumstances. To turn off your Notebook properly, refer to the procedure in the "Turning Your Notebook On and Off" section.*

## Using Battery Power

**WARNING:** Your Notebook contains a lithium-ion battery pack. Improper handling of the battery pack can result in fire and chemical burns. Do not disassemble, crush, puncture, short external contacts, dispose of in water or fire, or expose it to temperatures higher than 140° F (60° C). Replace only with the Compaq battery pack specified for your Notebook.

**See also** *"Components on Underside" in Chapter 2 of this guide for help in locating the Battery Release Switch.*

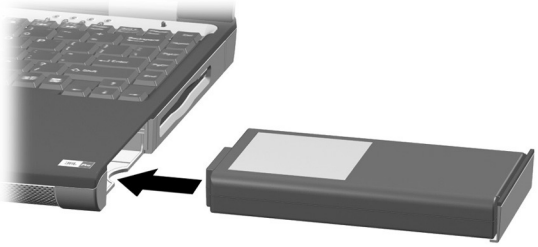
**Did you know...** *The battery charges whether your Notebook is on or off. It continues charging until the battery is fully charged or the AC power is disconnected.*

**See also** *The battery will lose its charge if not used for a long time.*

### Inserting and Removing the Battery

To insert the battery into the battery compartment, position the battery so that the side with the label is turned up and slide the battery into the compartment until it snaps into place.

**See also** *"Battery Care" in Chapter 6 of this guide.*



To remove the battery, complete the following steps:

1. Save your files.
2. If the AC adapter is not connected, turn off your Notebook.
3. Slide and hold the **Battery Release Switch** on the underside of your Notebook toward the back.
4. Use the **Finger Slot** on the battery to pull the battery out.
5. Release the **Battery Release Switch.**

## Charging the Battery

To charge the battery, insert the battery in the battery compartment and connect your Notebook to AC power. Leave your Notebook plugged into the electrical outlet until the **Battery Charging** icon is no longer displayed. This ensures that the battery is fully charged.

**Note** *If you will not be using your Notebook for an extended period of time, Compaq recommends that you unplug the electrical cord from the outlet and remove the battery while your Notebook is not in use.*

# Optimizing Processor Speed

**Note** *This feature is only available on selected models.*

Some Notebook models use the Pentium III Processor featuring Intel SpeedStep technology. This technology gives you the capability to optimize your Notebook's processor speeds based on the power source in use.

The default SpeedStep icons for each power source are as follows:

The **checkered flag** icon in the system tray on the Windows taskbar indicates the Notebook is powered by external AC power. The default setting for Notebooks powered by AC power is **Maximum Performance** mode.

The **non-checkered flag** icon in the system tray on the Windows taskbar indicates the Notebook is powered by battery power. The default setting for Notebooks powered by battery power is **Battery Optimized Performance** mode.

**Did you know...** *When **Maximum Performance** mode is selected, the processor operates at full (100 percent) speed. When **Battery Optimized Performance** mode is selected, the processor operates at approximately 80 percent of **Maximum Performance** mode.*

To change the setting for either power source, AC power or battery, right-click the **SpeedStep** icon in the system tray and select your desired settings.

**Note** *The SpeedStep **Automatic** mode allows the system to monitor the percentage of CPU usage and changes the speed based on that percentage. To use this feature, change the AC power and battery power to **Automatic**.*

# TouchPad

In this section you'll learn how to select, click, and double-click with the TouchPad:

- Using the TouchPad Instead of a Mouse
- Tapping and Double-Tapping
- Edge Motion

**See also** *"Preventive Maintenance" in Chapter 7 of this guide for tips on keeping your TouchPad clean.*

**See also** *"Installing Hardware Devices" in Chapter 4 of this guide to learn how to attach an external mouse.*

## Using the TouchPad Instead of a Mouse

Just like the mouse, the TouchPad lets you draw lines or point to items on the Windows desktop. Try dragging the pointer across the screen by gently dragging your finger across the TouchPad.

### Left-Click

To left-click, press the **Left** TouchPad button. It is located directly below the TouchPad. The **Left** TouchPad button works as the select or drag button. To double-click an item, move the pointer over the item and press the **Left** TouchPad button twice in rapid succession.

### Right-Click

The **Right** TouchPad button works as the context menu or special drag button. Press the **Right** TouchPad button to get context-sensitive options.

### Scroll Button

The **Scroll** button is the equivalent of the right, left, up, and down buttons of the scroll bars on the side and bottom of your screen. To view other areas of a document or browser window, press the **Scroll** button in the desired direction.

**Note** *The Scroll button is only functional with some software applications.*

## Tapping and Double-Tapping

Your TouchPad has a tapping feature that works like the left mouse button. If enabled, you can tap once on the TouchPad to select an object and tap twice to double-click.

**Tip** *To get additional help for setting advanced TouchPad features, click the* ? *button or select* ***Help*** *from the* ***Mouse Properties*** *dialog box.*

**Windows 98 and Windows 2000**—To turn on the tapping feature, complete the following steps:

1. From the Windows desktop, click **Start,** point to **Settings,** and then click **Control Panel.**
2. Double-click the **Mouse** icon to open the **Mouse Properties** dialog box.
3. Select the **Touch** tab and click the **Tap to Click** check box to turn on the tapping feature.
4. Click **OK** to accept the changes and close the dialog box.

**Did you know...** *To help prevent accidental pointing while typing, drag the* ***PalmCheck*** *slider toward maximum.*

**Windows XP Home**—To turn on the tapping feature, complete the following steps:

1. Click the **Start** button on the Windows taskbar, then click **Control Panel.**
2. Click the **Printers and Other Hardware** icon. The **Printers and Other Hardware** window is displayed.
3. Click the **Mouse** icon. The **Mouse Properties** dialog box is displayed.
4. Select the **Touch** tab and click the **Tap to Click** check box to turn on the tapping feature.
5. Click **OK** to accept the changes and close the dialog box.
6. Close the **Control Panel** window.

## Edge Motion

Edge Motion allows you to continue to scroll when your finger reaches the edge of the TouchPad. When this feature is turned on, the window continues to scroll until you lift your finger.

**Windows 98 and Windows 2000**—To turn on Edge Motion, complete the following steps:

1. From the Windows desktop, click Start, point to Settings, and then click Control Panel.
2. Double-click the Mouse icon.
3. Click the Edge Motion tab.
4. Select When Dragging, Always, and When Scrolling to turn on Edge Motion.
5. Click OK to accept the changes and close the dialog box.

**Windows XP Home**—To turn on Edge Motion, complete the following steps:

1. Click the Start button on the Windows taskbar, then click **Control Panel.**
2. Click the **Printers and Other Hardware** icon. The Printers and Other Hardware window is displayed.
3. Click the Mouse icon. The **Mouse Properties** dialog box is displayed.
4. Click the **Edge Motion** tab.
5. On the **Edge Motion** tab, select **When Dragging, Always, and When Scrolling** to turn on Edge Motion.
6. Click **OK** to accept the changes and close the dialog box.
7. Close the A**ppearance and Themes** window.

# Display Options

In this section, you will learn about:

- Changing Resolution
- Adjusting Brightness

**Did you know...** *Your Notebook's display is already set to its optimal resolution. Compaq recommends changing the resolution setting only if you encounter problems.*

## Changing Resolution

If the display only fills part of the screen or the default resolution does not suit your needs, you may want to adjust the display resolution.

**Windows 98 and Windows 2000**—To change the display resolution, complete these steps:

1. On the taskbar, click the **Start** button, point to **Settings,** and then click **Control Panel.**
2. Double-click **Display** to open the **Display Properties** dialog box, and then click the **Settings** tab.
3. Under **Screen area,** click the resolution slider and drag it to the desired resolution.
4. Click **OK** to accept the new settings, then close the **Control Panel** window.

**Did you know...** *At lower resolutions items on your screen, such as icons, appear larger. At higher resolutions more items can be displayed on your screen, but each item will appear smaller*

**Windows XP Home**—To change the display resolution, complete these steps:

1. Click the **Start** button on the Windows taskbar, then click **Control Panel.**
2. Click the **Appearance and Themes** icon. The **Appearance and Themes** dialog box is displayed.
3. Click the **Change the screen resolution** task. The **Display Properties** dialog box is displayed.
4. Click the **Settings** tab.
5. On the **Settings** tab, press and hold down the left mouse button as you drag the Screen resolution slider to the left to decrease resolution or to the right to increase resolution.

**Tip** *You can also click on the left side of the slider to decrease resolution or on the right side of the slider to increase resolution.*

6. Click **OK** to accept the new settings. The **Monitor Settings** confirmation dialog box is displayed.
7. Select **Yes** to save your new settings or **No** to return to your former settings.
8. Close the **Appearance and Themes** window.

## Adjusting Brightness

**Tip** *You can also adjust the display brightness by pressing* ***Fn+F7*** *to decrease the brightness or* ***Fn+F8*** *to increase the brightness.*

**Did you know...** *Key combinations such as the example* ***Fn+F7*** *used above mean that you should press and hold down the* ***Fn*** *key, press the* ***F7*** *key, and then release both keys simultaneously.*

**Windows 98 and Windows 2000**—If your display is too faint or too bright, the brightness controls may not be set properly. To correct this condition, complete the following steps:

1. On the taskbar, click **Start,** point to **Settings,** and then click **Control Panel.**
2. Double-click **Display** and click the **Settings** tab.
3. Click the **Advanced** button to open the **ATI Radeon Mobility Properties** dialog box.
4. Click the **Color** tab. Under **Brightness,** click and drag the **Desktop** slider to the desired brightness.
5. Click **OK** to close the dialog box and click **OK** again to close the **ATI Radeon Mobility Properties** dialog box, then close the **Control Panel** window.

**Windows XP Home**—To adjust the brightness, complete the following steps:

1. Click the **Start** button on the Windows taskbar, then click **Control Panel.**
2. Click the **Appearance and Themes** icon. The **Appearance and Themes** dialog box is displayed.
3. Click the **Display** icon. The **Display Properties** dialog box is displayed.

4. Click the **Settings** tab.
5. On the **Settings** tab, click the **Advanced** button. The **(Multiple Monitors) and Radeon Mobility-P AGP 4x Properties** dialog box is displayed.
6. Click the **Color** tab.
7. On the **Color** tab, press and hold down the left mouse button as you drag the **Desktop brightness** slider to the left to decrease brightness or to the right to increase brightness.

**Tip** *You can also click on the left side of the slider to decrease resolution or on the right side of the slider to increase resolution.*

8. Click **OK.** Your settings in the **(Multiple Monitors) and Radeon Mobility-P AGP 4x Properties** dialog box are saved and the dialog box closes.
9. Click **OK.** The settings in the **Display Properties** dialog box are saved and the dialog box closes.

# Easy Access Buttons

The Easy Access buttons, located above your Notebook's keyboard, automatically connect you to the Internet. These buttons give you one-touch access to your most frequently used Internet activities.

## Reprogramming the Easy Access Buttons

**See also** *"Front of Your Notebook" in Chapter 2 of this guide for descriptions of each button and its default action.*

You can reprogram the Easy Access buttons to reflect your personal preferences.

**Windows 98 and Windows 2000**—To reprogram your Easy Access buttons, complete the following steps:

1. On the taskbar, click **Start,** point to **Settings,** and then click **Control Panel.**
2. Double-click **Easy Access Buttons** and follow the instructions provided.

**Windows XP Home**—To reprogram your Easy Access buttons, complete the following steps:

1. Click the **Start** button on the Windows taskbar, then click **Control Panel.**
2. Click the **Printers and Other Hardware** icon. The **Printers and Other Hardware** window is displayed.
3. Click the **Easy Access Buttons** icon and follow the instructions provided.

# Storage Drives

This section covers:

- Identifying Your Storage Drives
- Using the Diskette Drive

**Did you know...** *On select models, Compaq provides a backup utility (or system save) that allows you to save your data and applications to a partitioned drive located on your hard disk. To determine the total hard disk size, add the size of both the C and D drives together.*

**Tip** *To prevent damage to the diskette and the information stored on it, wait until diskette drive activity is complete before removing the diskette.*

## Identifying Your Storage Drives

Your diskette drive, hard drive, and CD, DVD, CD-RW, or DVD/CD-RW drive are designated with letters of the alphabet, as well as with icons.

Standard 3 1/2-inch Diskette Drive

Local Hard Drive

CD, DVD, CD-RW, or DVD/CD-RW Drive

**Windows 98 and Windows 2000**—To determine your drive letters, complete the following steps:

1. From the Windows desktop, double-click the **My Computer** icon. The icons for each drive and corresponding drive letters are displayed in the **My Computer** window.
2. Use the icons to the right to identify your drives.

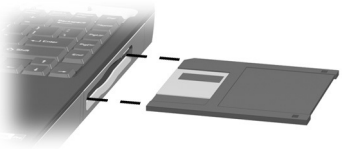
**Windows XP Home**—To determine the drive designations that your Notebook uses to identify your drives, complete the following steps:

1. Click the **Start** button on the Windows taskbar. The Windows Start menu is displayed.
2. Click **My Computer.** The **My Computer** dialog box is displayed.
3. The drive designation for each drive in your computer is displayed in the right pane of the **My Computer** dialog box. For example, if your hard drive is displayed under **Hard Disk Drives** as Local Disk (C:), then "C" is the drive designation of your hard drive.
4. Close the **My Computer** window.

**Note** *Your Notebook is equipped with a modular media bay that allows you to swap storage drives (CD, DVD, CD-RW, DVD/CD-RW, or diskette drive) in your Notebook. CD, DVD, CD-RW, DVD/CD-RW, or diskette drives are available only on selected models. Refer to "Modular Media Bay" in Chapter 5 of this guide for information on swapping the drive.*

## Using the Diskette Drive

To insert a diskette into the diskette drive, hold the diskette with the label facing up and the arrow on the diskette pointing toward the drive, and gently slide the diskette into the drive.



To remove a diskette, press the **Eject** button on the diskette drive.

# Security

This section will cover:

- Using the Security Slot
- Power-On Password

## Using the Security Slot

To use the security slot found on the back of your Notebook, complete the following steps:

1. Insert a locking device (such as a Kensington lock) into the security slot.
2. Turn the locking device clockwise 90 degrees.

To remove the locking device, turn the locking device counter-clockwise 90 degrees and remove the device from the slot.

## Power-On Password

You can set a power-on password that will secure the information you store on the hard disk. When turning on your Notebook, this password must be entered before you can access your files.

### Setting the Password

To set the power-on password, complete the following steps:

1. Press the **Power** ⏻ button to turn on your Notebook.
2. After the Compaq logo is displayed, a cursor is shown in the upper right corner of the screen for a few seconds. While the cursor is visible, press the **F10** key.

**CAUTION: F10 Setup** is for experienced users only. Changing settings may affect the functionality of your Notebook.

**CAUTION:** Write down your password and store it in a secure location. If you forget or lose your password, a Compaq service technician must reset your Notebook for you to be able to access your files.

3. From the **Main** option on the menu bar, use the arrow keys to move to **Set Supervisor Password** and press the **Enter** key.

**Tip** *Pressing the* **F9** *key at any point within the setup returns your Notebook to the default settings.*

4. Set your personal password, and press the **Enter** key. You must confirm the password and press the **Enter** key again.
5. Using the arrow keys, move to **Password on boot** and use the the **+** or **–** keys to select **Enabled.**
6. Using the arrow keys, select **Exit** from the menu bar.
7. Make sure that **Exit Saving Changes** is selected. Press the **Enter** key.
8. Select **Yes** to save your changes and exit.

Your power-on password is now set. Every time you turn on your Notebook, resume working from hibernation mode, or access **F10 Setup,** you must enter this password.

## Removing the Password

To remove a power-on password, complete the following steps:

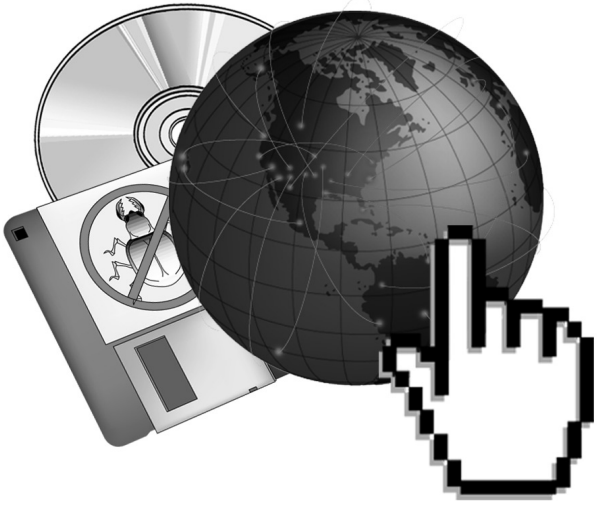
1. Access **F10 Setup** as above, enter your current password, and press the **Enter** key.

2. From the **Main** option on the menu bar, use the arrow keys to move to **Set Supervisor Password** and press the **Enter** key.
3. Enter the current power-on password and press the **Enter** key.
4. In the spaces to enter your new password and confirm new password, press the **Enter** key.
5. At the notice advising that changes have been saved, press the **Enter** key to continue.
6. Using the arrow keys, move to **Password on boot** and use the the **+** or **–** keys to select **Disabled.**
7. Using your arrow keys, select **Exit** from the menu bar.
8. Make sure that **Exit Saving Changes** is selected. Press the **Enter** key.
9. Select **Yes** to save your changes and exit.

# 4

# Common Tasks

Now that your Notebook is set up and running, you may want to explore and learn about some of the common tasks performed by your Notebook.



# S-Video Connection

With an S-Video connection, you can play games on a bigger screen or watch DVD movies on TV instead of on a Notebook display.

This section helps you complete the following tasks:

- Connecting and Enabling S-Video
- Setting Up Your Television Format
- Adjusting the Television Screen
- Switching Between Displays

## Connecting and Enabling S-Video

**Did you know...** *Your TV may not have an S-Video connector. See your local electronics store dealer for an S-Video adapter.*

**See also** *"Playing a DVD Movie on a TV" in Chapter 5 of this guide.*

To connect your Notebook and your television, you need an S-Video cable to plug into your TV, VCR, or other device. These cables can be purchased from a retail TV store or a computer store.

**Windows 98 and Windows 2000**—To connect and enable S-Video, complete the following steps:

1. Connect your Notebook and your television with an S-Video cable.
2. From the Windows taskbar, click **Start,** point to **Settings,** then click **Control Panel.**
3. Double-click the **Display** icon to open the **Display Properties** dialog box and then click the **Settings** tab.

4. Click the **Advanced** button to open the **ATI Radeon Mobility Properties** dialog box and then click the **Displays** tab.

5. Click the top left corner of the **TV** button to enable S-Video. S-Video is enabled if the button next to **Primary** is blue.

6. Click **Apply** to accept the changes and then click **OK** to exit both dialog boxes.

7. If your Notebook asks you to restart Windows, click **OK** for the new settings to take effect.

**Windows XP Home**—To connect and enable S-Video, complete the following steps:

1. Click the **Start** button on the Windows taskbar, then click **Control Panel.**

2. Click the **Appearance and Themes** icon. The **Appearance and Themes** dialog box is displayed.

3. Click the **Display** icon. The **Display Properties** dialog box is displayed.

4. Click the **Settings** tab.

5. On the **Settings** tab, click the **Advanced** button. The **(Multiple Monitors) and Radeon Mobility-P AGP 4x Properties** dialog box is displayed.

6. Click the **Displays** tab.

7. On the **Displays** tab, click the top left corner of the **TV** button to enable S-Video. S-Video is enabled if the button next to **Primary** is blue.

8. Click **Apply** to accept the changes and then click **OK** to exit both dialog boxes.

9. If your Notebook asks you to restart Windows, click **OK** for the new settings to take effect.

At this time, the display may be rolling. To correct this problem, use the following procedure to set your TV format.

## Setting Up Your Television Format

To view images properly, you must set your Notebook to your country's standard for television transmission.

**Windows 98 and Windows 2000**—To set your television format, complete the following steps:

1. From the Windows taskbar, click **Start,** point to **Settings,** then click **Control Panel.**
2. Double-click the **Display** icon to open the **Display Properties** dialog box and then click the **Settings** tab.
3. Click the **Advanced** button to open the **ATI Radeon Mobility Properties** dialog box, then click the **Displays** tab.
4. Click the right corner of the **TV** button.
5. Click the **Format** tab.
6. Make sure **Select by country** is selected.
7. Scroll to find your country, then select it.
8. Click **OK** to exit both dialog boxes.
9. If your Notebook asks you to restart Windows, click **OK** for the new settings to take effect.

**Windows XP Home**—To set your television format, complete the following steps:

1. Click the **Start** button on the Windows taskbar, then click **Control Panel.**

2. Click the **Appearance and Themes** icon. The **Appearance and Themes** dialog box is displayed.
3. Click the **Display** icon. The **Display Properties** dialog box is displayed.
4. Click the **Settings** tab.
5. On the **Settings** tab, click the **Advanced** button. The **(Multiple Monitors) and Radeon Mobility-P AGP 4x Properties** dialog box is displayed.
6. Click the **Displays** tab.
7. On the **Displays** tab, click the right corner of the **TV** button.
8. Click the **Format** tab.
9. On the **Format** tab, make sure **Select by country** is selected.
10. Scroll to find your country, then select it.
11. Click **OK** to exit both dialog boxes.
12. If your Notebook asks you to restart Windows, click **OK** for the new settings to take effect.

Your television format is now set and the television image should be stable.

**Did you know...** *The resolution of your Notebook display is much greater than the resolution of your TV. Image quality on the TV varies from application to application.*

## Adjusting the Television Screen

After you have enabled your television, you may need to adjust the size or location of the image on your screen.

**Windows 98 and Windows 2000**—To make adjustments to your display, complete the following steps:

1. From the Windows taskbar, click **Start,** point to **Settings,** then click **Control Panel.**
2. Double-click the **Display** icon to open the **Display Properties** dialog box and then click the **Settings** tab.
3. Click the **Advanced** button to open the **ATI Radeon Mobility Properties** dialog box, and then click the **Displays** tab.
4. Click the right corner of the **TV** button.
   - ❏ To change the brightness, contrast or color saturation, click the **Attributes** tab and then click and drag the sliders to the desired settings.
   - ❏ To change the position and screen size, click the **Adjustments** tab and click the appropriate buttons to adjust as necessary.
5. Click **OK** to exit both dialog boxes.

**Windows XP Home**—To make adjustments to your display, complete the following steps:

1. Click the **Start** button on the Windows taskbar, then click **Control Panel.**
2. Click the **Appearance and Themes** icon. The **Appearance and Themes** dialog box is displayed.
3. Click the **Display** icon. The **Display Properties** dialog box is displayed.
4. Click the **Settings** tab.

5. On the **Settings** tab, click the **Advanced** button. The **(Multiple Monitors) and Radeon Mobility-P AGP 4x Properties** dialog box is displayed.
6. Click the **Displays** tab.
7. On the **Displays** tab, click the right corner of the **TV** button.
   - ❏ To change the brightness, contrast or color saturation, click the **Attributes** tab and then click and drag the sliders to the desired settings.
   - ❏ To change the position and screen size, click the **Adjustments** tab and click the appropriate buttons to adjust as necessary.
8. Click **OK** to exit both dialog boxes.

## Switching Between Displays

You can switch between your television and your display or external monitor by pressing **Fn+F3.** The order in which they change is:

- Display
- External Monitor
- Display and External Monitor
- S-Video

# Anti-Virus Software

**Did you know...** *Compaq provides anti-virus scanning and free software updates for one year through an Internet connection.*

## Using Anti-Virus Software

A virus is a program that attaches itself to a file on your Notebook and then spreads from one file to another. Viruses can damage data, cause computers to malfunction, and display annoying or offensive messages. Some viruses may go unnoticed for long periods of time because they are activated on a certain date or time.

Protect your Notebook from a virus by:

- Using an anti-virus scanning program to scan for viruses on your drives or diskettes. This scanning program is located in the **Start** menu. If you need help using the program, select **Help** in the menu bar.
- Backing up your files periodically to diskettes, a separate hard drive, or a high-capacity storage drive.
- Write-protecting diskettes. A virus cannot infect a write-protected diskette.
- Obtaining all software from reputable sources and checking the software for viruses before installing it.
- Using your anti-virus program to check files and programs that are on diskettes, attached to e-mail messages, or downloaded from the Internet.

- Disabling macros on suspicious Microsoft Word and Excel files. These programs warn you if a document that you are opening contains a macro that might have a virus.
- Updating your anti-virus program periodically to keep up with new viruses.

## Recognizing a Computer Virus

A computer virus is a program that damages or erases files or programs. Your Notebook can become "infected" with a virus when you open a contaminated program or file. Some signs indicating that your Notebook may be infected include:

- Strange characters or crude statements suddenly appearing on your screen.
- Hard drive, memory, or software error messages.
- Damage to files or directories for no apparent reason.
- Strange responses to commands.
- Sharp decrease in performance or program speed.

## Removing a Computer Virus

If you suspect your Notebook has been infected with a virus, find and remove the virus immediately using an anti-virus program.

After you have followed the instructions provided by the anti-virus program, complete the following steps:

1. Turn off your Notebook and leave it off for at least 30 seconds.
2. Turn on your Notebook and rescan for the virus.

# Software and Hardware

Discover how easy it is to add and remove software, attach new hardware devices, or reinstall deleted hardware drivers. With easy-to-follow instructions, you can completely and safely install or remove software programs and hardware devices with no worries.

This section covers:

- Adding and Removing Software
- Installing Hardware Devices

## Adding and Removing Software

Software can be installed from a CD, a diskette, or downloaded from a Web site. Many software CDs automatically begin the installation process when placed in the CD drive. If you have software that does not automatically begin the installation process, you can install the software by using the Microsoft Windows **Add/Remove Programs** utility.

### Installing Software from a CD or Diskette

**Windows 98 and Windows 2000**—To install software from a diskette, or from a CD that does not automatically install, complete the following steps:

1. Close all programs.
2. From the Windows taskbar, click the **Start** button, point to **Settings,** and then click **Control Panel.**
3. Double-click the **Add/Remove Programs** icon.
4. The **Add/Remove Program** dialog box is displayed.
5. Click **Add New Programs.**

6. Click the **CD or Floppy** button.
7. Insert the CD or diskette into the proper drive when prompted by Windows and click the **Next** button.

Microsoft Windows finds the CD or diskette and begins the installation process.

**Windows XP Home**—To install software from a diskette, or from a CD that does not automatically install, complete the following steps:

1. Make sure the drive you will need is inserted into the Modular Media Bay. (For information about inserting or removing a drive, refer to the "Modular Media Bay" section of Chapter 5.)
2. Close all programs.
3. Click the **Start** button on the Windows taskbar, then click **Control Panel.**
4. Click the **Add or Remove Programs** icon. The **Add or Remove Programs** dialog box is displayed with the **Currently installed programs** panel.
5. Click the **Add New Programs** icon. The **Add or Remove Programs** dialog box is displayed with a pane you can use to install a program from your hard drive, a CD, a diskette or the Microsoft Web site.
6. To install a program from a CD or diskette, click the **CD or Floppy** button. The **Install Program from Floppy Disk or CD-ROM** dialog box is displayed.
7. Insert the CD or diskette containing the software you want to install into the drive.
8. Click **Next,** then follow the instructions on the screen.

Microsoft Windows finds the CD or diskette and begins the installation process.

## Installing a Downloaded Program File

**Tip** *Check the downloaded program file for viruses before installation.*

**Windows 98 and Windows 2000**—To install a program file that you have downloaded from the Internet to your hard drive, complete the following steps:

1. Terminate your Internet connection.
2. Close all programs.
3. From the Windows taskbar, click the **Start** button, point to **Settings,** and then click **Control Panel.**
4. Double-click the **Add/Remove Programs** icon to open the **Add/Remove Program** dialog box.
5. Click **Add New Programs.**
6. Click the **CD or Floppy** button to open the **Install Program from Floppy Disk or CD-ROM** window.
7. Click **Next** to open the **Run Installation Program** window.
8. Click **Browse** to locate and select the *SETUP.EXE* or *INSTALL.EXE* file for the downloaded software.
9. Click **Open** to begin the installation process.

**Windows XP Home**—To install a program file that you have downloaded from the Internet to your hard drive, complete the following steps:

1. Terminate your Internet connection.
2. Close all programs.
3. Click the **Start** button on the Windows taskbar, then click **Control Panel.**
4. Click the Add or Remove Programs icon. The **Add or Remove Programs** dialog box is displayed with the **Currently installed programs** pane.
5. Click the **Add New Programs** icon. The **Add or Remove Programs** dialog box is displayed with a pane you can use to install a program from your hard drive, a CD, a diskette or the Microsoft Web site.
6. To install a program from your hard drive, click the **CD or Floppy** button. The **Install Program from Floppy Disk or CD-ROM** dialog box is displayed.
7. Click **Next.** The **Run Installation Program** dialog box is displayed.
8. Click the **Browse** button to locate and select the *SETUP.EXE* or *INSTALL.EXE* file for the downloaded software.
9. Click the **Finish** button, then follow the instructions on the screen.

## Installing Hardware Devices

To install a new hardware device such as a printer or gamepad to your Notebook, complete the following steps:

1. Turn off your Notebook.
2. Connect the device to your Notebook according to the instructions that come with it.
3. Turn on your Notebook.

Most hardware devices are plug and play compliant. Windows will locate the proper device driver or prompt you to insert the media provided by your hardware manufacturer. Follow the on-screen instructions and use any diskette or CD that has been provided by your hardware manufacturer.

If no diskette or CD has been provided, refer to the operating system manual for information about the location of drivers on your Notebook's hard drive.

You may need to restart your Notebook for the new hardware to be recognized.

# 5

# Using the CD or DVD Drive

Your Notebook supports the entertainment as well as the data storage functions of CD and DVD drives.

To help you use the many features of CD and DVD drives, this chapter provides information about:

- Inserting and removing CD or DVD discs
- Playing audio CDs
- Playing both DVD and non-DVD videos
- Adjusting the display options with the DVD Control Panel
- Creating audio, data, and backup CDs

# CD or DVD Drive

This section covers:

- Inserting a Disc
- Removing a Disc
- Manually Ejecting a Disc

## Inserting a Disc

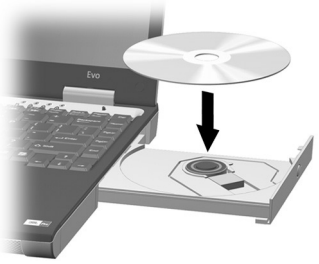
To load a disc into the disc drive, complete the following steps:

**CAUTION:** Improper handling of a CD or DVD can damage the disc and could potentially damage the drive.

**CAUTION:** Before closing the disc tray, ensure that the disc snaps onto the spindle in the center of the tray. You can damage the disc and your Notebook if the disc is not seated properly.

1. Press the **Eject** button located on the front of the drive.
2. Remove a disc from its protective case, holding the disc by its center hole and outer edge to avoid touching the surface.

3. Place the disc, label side up (unless it is a double-sided DVD), into the round area of the tray. Gently press the disc down onto the center spindle of the tray until the disc snaps into place.



4. Push the tray back into the drive until the drive locks into place.

## Removing a Disc

To remove a disc from the drive, complete the following steps:

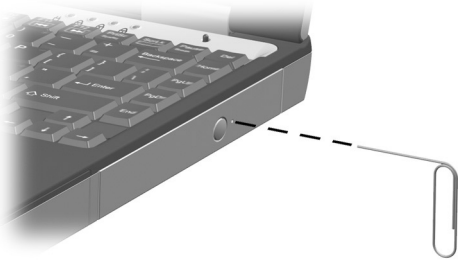
1. Press the **Eject** button on the drive.
2. Remove a disc from the tray, gently pushing down on the center spindle while pulling up on the outer edges. Avoid touching the surface of the disc.
3. Push the tray back into the drive until it locks into place.

## Manually Ejecting a Disc

**Did you know...** *If your Notebook power is off, you will not be able to eject a disc from the CD or DVD drive. To remove a disc without powering up your Notebook, you must eject the disc from the drive manually.*

If you need to eject a disc when the power is off, complete the following steps to eject the disc manually:

1. Make sure the power is off and any external power sources are disconnected.



2. Insert a small rod or pin, such as a paper clip (approximately 1/16 inch in diameter and at least 3/8 inch in length) into the **Manual Eject Hole** and push firmly as shown in the figure above.
3. Remove the disc from the tray.
4. Gently push the tray back into the drive until it locks into place.

# Modular Media Bay

Your new Notebook provides you with the ability to interchange drives (CD, DVD, CD-RW, DVD/CD-RW, or diskette drive) using a drive-swapping design called a modular media bay.

## Using the Modular Media Bay

**See also** *"Components on Underside" in Chapter 2 of this guide to locate the modular media bay release switch.*

To change the drive in the modular media bay, follow the instructions provided for your operating system.

### Windows XP Home

To switch from one drive to another, complete the following steps:

1. Click the **Safely Remove Hardware** icon in the Windows system tray. The devices that are installed display.
2. Select the device to be removed.
3. A message appears telling you that the device can be safely removed from the system.
4. Slide and hold the modular media bay release switch toward the back, then pull out the device.
5. After you remove the device, insert another device.
6. Your notebook automatically detects that the modular media bay device has been swapped.

   or

1. Right click the **Safely Remove Hardware** icon in the Windows system tray. Select **Safely Remove Hardware.** The **Safely Remove Hardware Dialog** box appears.

2. Select the device to remove and click **Stop.**
3. The **Stop a hardware device** dialog box prompts you to confirm the device to be stopped. Click **OK.**
4. A message appears telling you that it is safe to remove the hardware.
5. Slide and hold the modular media bay release switch toward the back, then pull out the device.
6. After you remove the device, insert another device.
7. Close the **Safely Remove Hardware** dialog box. Your notebook automatically detects that the modular media bay device has been swapped.

## Windows 2000 Professional

To switch from one drive to another, complete the following steps:

1. Click the **Unplug or Eject Hardware** icon in the Windows system tray. The **Unplug or Eject Hardware** dialog box is displayed.
2. Select the device to unplug and click the **Stop** button.
3. Confirm the device to stop and click the **OK** button.
4. When Windows notifies you that it is safe to unplug the device, click the **OK** button.
5. Slide and hold the modular media bay release switch toward the back, and pull out the drive.
6. After you remove the drive, insert the other drive.
7. Close the **Unplug or Eject Hardware** dialog box. Your Notebook will automatically detect that the drive in the modular media bay has been swapped.

## Windows 98

**CAUTION:** To prevent system lockup and loss of information, shut down your Notebook before inserting or removing a drive from the modular media bay. Do not insert or remove a drive while the Notebook is on, in Sleep mode, or in Hibernation mode.

To switch from one drive to another, complete the following steps:

1. Shut down your Notebook.

**Tip** *If you are not sure whether your Notebook is shut down or in Hibernation mode, turn your Notebook on by pressing the power button, then shut down the Notebook by using the Windows 98 shut down procedure.*

2. Slide and hold the modular media bay release switch toward the back, and pull out the drive.
3. After you remove the drive, insert the other drive.
4. Turn on your Notebook.

# Audio CDs and Video Discs

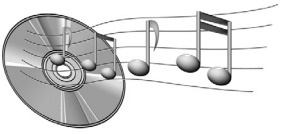
In this section you'll learn how to play audio and video discs with your Notebook. This section covers:

- Playing Audio CDs
- Playing Non-DVD Video Discs

## Playing Audio CDs

**Did you know...** *You can also use the function keys to play an audio CD. These keys are shown in "Function Keys" in Chapter 2 of this guide.*

To play an audio CD, insert the disc into the CD or DVD drive. After a few seconds the Windows Media Player opens and the disc automatically starts playing.



**Windows 98 and Windows 2000**—If disc play does not start automatically, complete the following steps:

1. On the Windows taskbar, click **Start,** point to **Programs, Accessories, Entertainment,** and then click **Windows Media Player.**
2. After the **Windows Media Player** opens, click the **Play** button to begin playing the CD.
3. Click the **Stop** button to stop playing the CD.

To remove the disc from the drive, click the **Eject** button on the CD or DVD drive.

**Windows XP Home**—If disc play does not start automatically, complete the following steps:

1. Click the **Start** button on the Windows taskbar. The Windows Start menu is displayed.
2. Click the **Windows Media Player** icon. The **Windows Media Player** dialog box is displayed.
3. Click **Copy from CD.**
4. Insert the audio CD you want to play into the CD drive.

5. Click the **Play** button to begin playing the CD.
6. Click the **Stop** button to stop playing the CD.

**Tip** *To identify a button on the bottom of the **Windows Media Player** dialog box, rest the cursor over the button. Text that identifies the button is displayed.*

To remove the disc from the drive, click the **Eject** button on the CD or DVD drive.

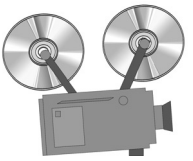
## Disabling the Self-Starting Feature

**Note** *This feature is only available on selected operating systems.*

To disable the self-starting feature, complete the following steps:

1. On the Windows taskbar, click **Start,** point to **Settings,** and then click **Control Panel.**
2. Double-click the **System** icon to open the **System Properties** dialog box.
3. Click the **Device Manager** tab, and then double-click **CD-ROM** from the list of devices.
4. Select your CD/DVD drive from this list. Click **Properties** to open the **CD/DVD System Properties** dialog box.
5. Click the **Settings** tab, and ensure that the check box next to **Auto Insert Notification** is clear.
6. Click **OK** to close the dialog box.

## Playing Non-DVD Video Discs



To play a video disc, insert the disc into the CD or DVD drive. After a few seconds, the disc automatically starts playing.

**Windows 98 and Windows 2000**—If disc play does not start automatically, complete the following steps:

1. On the Windows taskbar, click the **Start** button, point to **Programs, Accessories, Entertainment,** and then click **Windows Media Player.**
2. Once the player opens, select **File,** and then **Open** from the menu.
3. Click the **Browse** button.
4. Locate and double-click the **CD Drive** icon. You should see a list of files and file folders.
5. Double-click the folder that contains the CD movie files.
6. Select a movie file and click the **Open** button. A viewing window for the movie is displayed.
7. Click the **Play** button on the window to begin playing the movie.

**Windows XP Home**—If disc play does not start automatically, complete the following steps:

1. Click the **Start** button on the Windows taskbar.
2. Click the **Windows Media Player** icon. The **Windows Media Player** dialog box is displayed.
3. Click the down arrow button beside the **Playlist** field in the upper-right corner of the **Windows Media Player** dialog box. A drop-down list displays the contents of the disc.

4. Click the title or chapter name of the selection you want to play.
5. Click the **Play** button to begin playing the CD.
6. Click the **Stop** button to stop playing the CD.

**Tip** *To identify a button on the bottom of the **Windows Media Player** dialog box, rest the cursor over the button. Text that identifies the button is displayed.*

# DVDs

In this section you'll learn how to play DVD discs with your Notebook. This section covers:

- Using the DVD Player
- Setting the Play Features
- Playing a DVD Movie on a TV
- Identifying Your DVD Region Setting

## Using the DVD Player

**Note** *The DVD player is available only on selected models.*

**Did you know...** *Digital Versatile Discs (DVDs) look like CDs, but they store movies. DVDs store about 28 times more information than video CDs.*

**Did you know...** *The DVD drive will take a few seconds to start playback because it must first determine the type of media being played.*

**Tip** *For the best playback quality, close all open applications while playing a DVD.*

Your Notebook's DVD drive reserves the best seat in the house for you, so you can watch all your favorite movies anytime, anywhere. The DVD Player is simple and fun to use.

You have several options for starting the DVD Player:

- Insert a DVD disc into the DVD drive. After a few seconds, the **DVD Player** control panel opens and playback begins.
- If a DVD disc is already inserted in the drive, you can open the **DVD Player** control panel and begin playback by using either of the following methods.
  - ❏ Double-click the InterVideo WinDVD icon on the Desktop.

    or

  - ❏ Select Start from the Windows taskbar, point to Programs, then point to InterVideo WinDVD.

## On-Screen Controls

The on-screen controls allow you to quickly and easily access the features of the DVD Player.

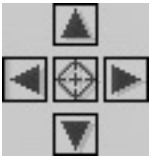
After WinDVD is launched and active, use the controls shown on the WinDVD panel to navigate through the DVD titles. The WinDVD controls are designed to look like controls on a stand alone DVD player, so the controls may seem familiar.

Keep in mind that not all options are available with all DVD titles. Only the author of a title can include features. If a feature is not available with a particular title, it will be grayed out and inaccessible.

The following table identifies the buttons that help you operate the WinDVD player.

| Button | Description |
|---|---|
| | Opens the Playlist window, letting you select a specific order and group of files. Select from .vob, .dat, .mpg, and .ac3 files. You cannot select a file while a movie is playing. |
| | Opens the Properties window. |
| | In order, minimizes, maximizes, and closes the WinDVD video window. |
| | Ejects the disc. |
| | Stops playback. |
| | Starts playback. |
| | Pauses the current playback. |
| | Advances frame by frame while in Pause mode. |
| | Loops current title or chapter. |

| Button | Description |
|---|---|
| | Jumps to the previous chapter. |
| | Jumps to the next chapter. |
| | Plays the disc in fast reverse mode. |
| | Plays the disc in fast forward mode. |
| | Expands the view for additional controls. |
| | Resumes playback of video from a menu screen. |
| | Opens the audio and video adjustment window. |
| | Opens the online help system. |
| | Increases or decreases audio output. |

| Button | Description |
|---|---|
| | Allows smooth rewind and smooth fast forward. |
| | Mutes the audio if it is checked. |
|  | Allows you to use the directional buttons just as you would the mouse button or Tab key.<br>The arrows represent (clockwise from top): Navigate right, Navigate down, Navigate left. Center: Select or Enter. |
| | The numeric keypad provides you with a method of selecting numbers. This is more likely to be used while playing a video CD than a DVD disc. Any time that you enter a numeric value, click the corresponding key on the numeric keypad and then click the check mark to accept that number. |
| | Displays all of the menus available (Root, Audio Language, Subtitles, and so on) on the DVD disc currently being played and allows you to select a menu to navigate. |
| | Opens a submenu showing you all of the titles available on the DVD disc currently being played and allows you to select a new title to play back. |
| | Opens a submenu showing you the chapter currently being played. You can select another chapter from this menu. |

| Button | Description |
|---|---|
| | Displays the subtitle menu. If multiple language subtitles are available, use this menu to select your choice. |
| | When available, selects the angle to view from a list of optional angles. |
| | If Zoom is already active, returns to normal view. |
| | Pan the view around the screen to change the view. |
| | WinDVD automatically remembers the last viewed location of a DVD. |
| | Links to the Internet Web site. |
| | Launch application of WinCinema family. |

## Setting the Play Features

The DVD Player has two modes or play settings: the **DVD mode** and the **File mode.** Use the **DVD mode** to play a standard DVD. Use the **File mode** to play movie or MPEG files.

To play content from the **File mode,** complete the following steps:

1. Click the **Open** icon on the DVD Player control panel. The list of files is displayed.
2. Select the file you want to view.
3. Click **OK** and return to the DVD player.

Not all of the following features are available on all DVDs:

- If the DVD Player is in the **File mode,** the **Subtitle** button is disabled.
- If the DVD Player is in the **DVD mode** and your disc does not have Subtitle language options, the **Subtitle** button is disabled.
- If the DVD Player is in the **DVD mode** and your DVD has Subtitle language options, the **Subtitle** button is enabled.

When a DVD is inserted into the CD or DVD drive, the features available on the DVD player are displayed. When a particular feature is not available, the respective button does not respond when clicked.

## Playing a DVD Movie on a TV

**Did you know...** *DVD movies can only be viewed on one display at a time. If two or more displays are active (Notebook display plus TV, for example), the movie will show as a black box or blank screen on one of the displays. This is normal.*

**Tip** *Press and hold the* **Fn** *key, and then press the* **F3** *key to switch the display from your Notebook to the TV.*

Set up your S-Video connection following the procedures in Chapter 4, "Common Tasks," of this guide.

1. After your S-Video connection is properly set up, start the DVD player using one of the following methods:
   - ❏ Insert a DVD disc into the drive. After a few seconds, the **DVD Player** control panel opens and playback begins.
   - ❏ If the disc is already inserted in the DVD drive, you can open the **DVD Player** control panel and begin playback by using either of these methods:
     - ◆ Double-click the InterVideo WinDVD icon on the Desktop.

       or

     - ◆ Select Start from the Windows taskbar, point to Programs, then point to InterVideo WinDVD.
2. Press the **Fn+F3** keys to switch the display from your Notebook to the attached TV.

**Note** *You may need to press* **Fn+F3** *more than once to transfer the image to the TV. Refer to "Switching Between Displays" in Chapter 4 of this guide for more information.*

3. You can switch the display from the TV back to your Notebook at any time by pressing **Fn+F3** again.

## Identifying Your DVD Region Setting

**Did you know...** *When attempting to play a DVD that does not match the drive's region setting, you will see the message "Playback of content from this region is not permitted."*

*To close the player without changing the drive's region setting, click* ***Cancel.***

*To change the region setting and play the DVD disc, select the current region and click* ***OK.***

Most DVD discs have a "region" setting that limits the playback of the disc to specific geographical regions. The region code on the DVD drive must match the region code on the DVD disc.

To change the DVD drive region, complete the following steps:

1. With a DVD disc in the drive, open the **DVD Player.**
2. Click the **DVD Options** icon on the lower left corner of the player. The **DVD Options** dialog box opens.

3. Click the **General** tab.

4. Select the desired region in the **Current regions** section.
5. Click **OK** to return to the **DVD Player.**

**Did you know...** *You can only change the region code for the DVD drive five times. The fifth setting change you make becomes the permanent region on the player. Each time you make a change to the drive's region setting, the remaining number of changes allowed on the DVD drive is displayed.*

# Video Display Options

You already know how to play DVDs and video CDs. This section shows you how to adjust the display options while watching videos on your Notebook.

**Tip** *For more information about your DVD player, click on the* ***Help*** *button.*

## Showing and Hiding the DVD Panel

You can show or hide the **DVD Player** panel when the **DVD Content Picture** window is set to full size.

- To view the **DVD Player** panel, right-click anywhere on the **DVD Content Picture** and select **View,** then **Player.**
- To hide the **DVD Player** panel, right-click anywhere on the **DVD Content Picture** and select **View,** then **Player.**

## Zooming the View

To enlarge the DVD Player picture window to full-window size, double-click anywhere on the picture.

To return to a smaller window, double-click anywhere on the picture.

# CD-RW Basics

If your Notebook has a CD-RW drive, you can create your own audio and data CDs. This section covers:

- Installing Roxio Easy CD Creator 5 and DirectCD
- Using Roxio Easy CD Creator 5
- Preventing Buffer Underrun Errors
- Accessing Roxio Easy CD Creator 5 User Information

## Installing Roxio Easy CD Creator 5 and DirectCD

**Note** *The Roxio Easy CD Creator 5 is only available on selected models.*

**Did you know...** *The compact disc (CD) is the most common way to store information to use on your Notebook. CD-RW refers to Compact Discs (or Drives) that are Readable and Writable. CD-RW discs can hold more than 450 times the information that can be stored on a floppy disk.*

**Did you know...** *You must close all other Windows programs before installing Easy CD Creator 5.*

To install Roxio Easy CD Creator and DirectCD, complete the following steps:

1. After the CD is inserted, the **Easy CD Creator 5 Basic** installation dialog box displays. Click the **Next** button to begin the installation process.
2. Select the **Complete** option to install both **Easy CD Creator** and **DirectCD.** Click the **Next** button to continue the installation process.

**Did you know...** *You can tailor the installation of Roxio Easy CD Creator 5 software by selecting the* ***Customize*** *option.*

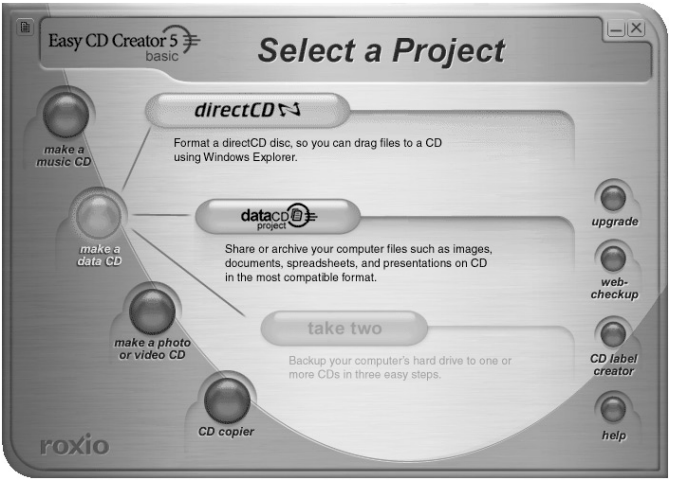
3. At the screen advising you that installation is about to start, click the **Install** button to begin copying files to your system.
4. When the installation is complete, click **Finish.**

## Using Roxio Easy CD Creator 5

**Did you know...** *After installation of Roxio Easy CD Creator 5, you will be prompted to restart your Notebook. You must restart your Notebook before you can begin using Easy CD Creator 5.*

**Did you know...** *When you start or restart your Notebook, Roxio Easy CD Creator 5 prompts you with a Web-CheckUP option. Web-CheckUP connects to the Roxio Web site on the Internet and searches for Roxio software programs that can be updated on your Notebook.*

To access the main menu of Roxio Easy CD Creator 5, from the Windows taskbar click **Start,** point to **Programs,** then to **Roxio Easy CD Creator 5,** and then click **Project Selector.** The **Easy CD Creator 5** main menu is displayed.


Easy CD Creator 5
basic
Select a Project
directCD
Format a directCD disc, so you can drag files to a CD using Windows Explorer.
make a music CD
dataCD project
Share or archive your computer files such as images, documents, spreadsheets, and presentations on CD in the most compatible format.
make a data CD
take two
Backup your computer's hard drive to one or more CDs in three easy steps.
make a photo or video CD
CD copier
upgrade
web-checkup
CD label creator
help
roxio

## Creating Audio CDs

An audio CD is used only for playing music, not for data storage. The Easy CD Creator 5 allows you to record CDs and audio files. You can even create your own "greatest hits" audio CD that contains tracks from multiple artists.

**Tip** *If you are using the Basic edition of Roxio Easy CD Creator 5 and would like to upgrade to the Platinum edition, contact your nearest software retailer or run Web-CheckUP.*

To create an audio CD, complete the following steps:

1. On the Windows taskbar, click **Start,** point to **Programs, Roxio Easy CD Creator 5,** and then click **Project Selector.**
2. On the Welcome screen, click **make a music CD.** When the **music CD** options display, click **music CD project.** The **Easy CD Creator** window opens.
3. If you are recording tracks from an existing music CD, insert the music CD into your CD drive and continue with the next step. To begin recording WAV or MP3 files, continue with the next step.

**Did you know...** *You can record any combination of tracks, WAV, or MP3 files to an Audio CD.*

4. Under **Select source files,** select the CD-ROM drive containing the music CD; a list of the tracks on the CD displays under the **Select source files** heading. If you are recording WAV or MP3 files, select the folder where your files are located.

**Did you know...** *If information about the music CD is located on your hard disk, the CD title, artist name, and the name of each track are displayed. If this information does not appear and you have access to the Internet, click the* ***CDDB Internet*** *button on the toolbar to download the information from the online CDDB Music Service.*

5. Select the track, WAV, or MP3 file you want to record and then click **Add** on the toolbar. Repeat until the **Audio CD Layout** contains all of the tracks and files that you want to record.

6. Click the **record** button. The **CD Creation Process** dialog box opens.
7. When prompted, remove your audio CD and insert a blank CD into your CD-Recorder and click **OK** to start recording.
8. When the CD Creation Process is complete, click **OK.**

**Note** *If you have tracks on other music CDs that you want to record, repeat steps 3-5 for each music CD from which you want to record. During the actual recording process, Easy CD Creator prompts you to reinsert the appropriate music CD for the track being recorded.*

**Did you know...** *To test the drive performance, Compaq recommends using the* ***Emulate Only*** *option (located in the* ***Options*** *window) when recording a new CD-R or using your Notebook for the first time. This allows you to perform a test run before actually recording.*

## Creating Data CDs

A data CD is ideal for backing up important files such as personal documents and files on your hard disk. The data CD is designed for data storage only, and cannot be played on your home stereo like an audio CD.

**Did you know...** *When you have finalized a CD-R disc, no additional tracks can be added to the disc.*

To create a data CD, complete the following steps:

1. On the Windows taskbar, click **Start,** point to **Programs, Roxio Easy Creator 5,** and then click **Project Selector.**
2. On the Welcome screen, click **make a data CD.** When the **data CD** options display, click **data CD project.** The **Easy CD Creator** window opens.
3. Insert a blank CD into your CD-Recorder.
4. Under **Select source files,** select the data file or folder you want to record, and then click **Add** on the toolbar. Repeat until the **Data CD Layout** contains all the files and folders you want to record.
5. Click the **record** button. The **CD Creation Process** dialog box opens.
6. Click **OK** to start recording.

## DirectCD

DirectCD allows you to write files directly onto CD-Recordable or CD-ReWritable CDs.

To begin using DirectCD, complete the following steps:

1. On the Windows taskbar, click **Start,** point to **Programs, Roxio Easy CD Creator 5,** and then click **Project Selector.**
2. On the Welcome screen, click **make a data CD.** When the **data CD** options display, click **DirectCD.** The **Easy CD Creator** window opens.
3. The **DirectCD Wizard!** dialog box opens.
4. Follow the on-screen instructions to begin writing the CD.

## CD Copier

**Did you know...** *Roxio Easy CD Creator is designed to assist you in reproducing material for which you own the copyright or have obtained permission to copy from the copyright owner. Unless you own the copyright or have permission to copy from the copyright owner, you may be violating copyright law and be subject to payment of damages and other remedies. If you are uncertain about your rights, contact your legal advisor.*

The CD Copier is used to back up almost any kind of CD.

To make a backup copy of a CD, complete the following steps:

1. On the Windows taskbar click **Start,** point to **Programs, Roxio Easy CD Creator 5, Applications.**
2. Click **CD Copier.** The **CD Copier** window opens.
3. Click the **Source and Destination** tab.
4. Under **Copy from,** select the drive containing the original CD.
5. Under **Record to,** select the drive containing the blank CD. This is the CD-recordable drive.
6. Click **Copy** to begin recording a copy of your CD.

## Preventing Buffer Underrun Errors

**Did you know...** *In extreme cases, some errors may render your disc unusable. If this occurs, it may be necessary to start over with a new disc and then properly dispose of the old disc.*

A *buffer underrun* is an error that occurs when the flow of data to the CD-Recorder is interrupted. When a buffer underrun occurs, the CD creation process is halted.

The following suggestions may help prevent buffer underruns:

- Close other programs and disable tasks or applications running in the background such as screen savers and virus software.
- Ensure that the temporary files created during CD recording are created on the local hard disk, not in a directory on a network drive.

**Note** *To change the location where the temporary files are stored, click* ***Tools,*** *select* ***Options*** *from the menu, and then follow the on-screen instructions.*

- Do not attempt to record CDs from files on a network. If the desired files are on a network, copy them to your local hard disk before recording the CD.

**Note** *A buffer underrun error can occur on single or dual optical drive systems (CD-ROM, CD-RW, or DVD-ROM drive).*

## Accessing Roxio Easy CD Creator 5 User Information

The Roxio Easy CD Creator 5 software included with your Notebook comes with step-by-step instructions and a complete user's manual called Online Help to answer any questions you might have about the functionality of the software with your CD-RW Drive.

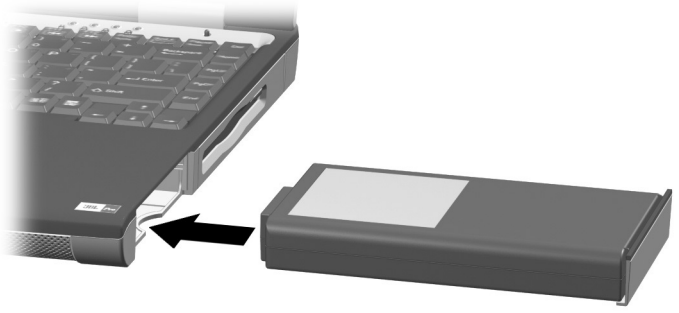
To access Online Help while using the Easy CD Creator, click **Help** from the toolbar, then select **Contents and Index** from the drop-down l

# 6

# Caring for Your Battery

When you're on the go, AC wall outlets are not always available and sometimes you'll want to use battery power. This chapter shows you how to maintain and recharge your battery properly so that your Notebook has the power necessary to continue running. After you have read this chapter, you will be able to complete the following tasks:

- Increase the length of battery operating time
- Correct a low-battery condition
- Store your battery
- Recycle your battery



# Battery Care

When AC wall outlets are not available or convenient, the battery becomes the “lifeline” of your Notebook. In this section you will become familiar with the following:

- Using the Battery
- Storing the Battery
- Recycling the Battery

**WARNING:** If your Notebook contains a lithium battery pack, improper handling of the battery pack may result in fire and chemical burns. Do not disassemble, crush, puncture, short external contacts, dispose of in water or fire, or expose it to temperatures higher than 140° F (60° C). Replace only with the Compaq battery pack specified for your Notebook.

**See also** *“Using Battery Power” in Chapter 3 of this guide for inserting, removing, and charging your battery.*

## Using the Battery

Your Notebook allows you to use either AC power or battery power. If an AC wall outlet is not available, you will want to use battery power. This section will help you:

- Determine the amount of remaining battery power.
- Determine what affects the length of battery operating time.

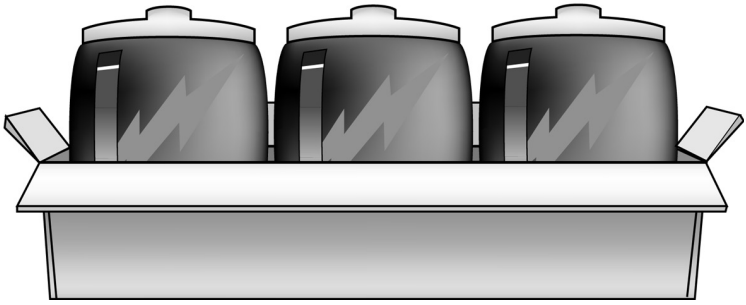
## Checking Battery Power

To determine the amount of remaining battery power, follow these steps:

1. Double-click the **Battery Charge** icon or the **AC power** icon located on the right side of the Windows taskbar.
2. Check the lights on your battery or status panel gauge, depending on what type of Notebook you have.

# Storing the Battery

If you will not be using your Notebook for an extended period of time, you must take precautions to ensure that your battery is stored correctly.



Refer to the following battery storage requirements:

**NiMH Battery**—If your Notebook uses a NiMH (nickel-metal-hydride) battery and you will not be using your Notebook for a long period of time (more than two weeks):

- Use your Notebook until the battery is drained completely.
- Remove the battery from your Notebook and store it separately.

**Li-Ion Battery**—If your Notebook uses a Li-Ion (lithium-ion) battery and you will not be using your Notebook for a long period of time (more than two weeks):

- Use your Notebook until the battery is drained to 50 percent.
- Remove the battery and store it separately.

**Tip** *For safety reasons, when operating under AC Power, Compaq recommends that you keep a battery installed. This ensures that you have a charged battery when you need it.*

**Tip** *Temperature plays an important role in recharging your battery. To gain maximum capacity, allow both the battery and your Notebook to cool to 68° F (20° C), which is room temperature, before recharging the battery.*

## Recycling the Battery

**Tip** *You may store your battery within the following temperature range: 32° F to 113° F (0°C to 45°C). To extend its operating life, store the battery in a cool dry place*

In North America, dispose of nickel-metal-hydride (NiMH) or lithium-ion (Li-Ion) batteries by taking advantage of the Compaq battery recycling program. You will be provided with a postage-paid battery pack mailer pre-addressed to a reclamation facility where the metals are recycled.

Do not dispose of batteries with general household waste. Dispose of or recycle them by using a public collection system or returning them to Compaq, your authorized Compaq partners, or their agents.

**See also** *"Government Approvals" section of the Safety and Comfort Guide for more information on recycling.*

# Battery Calibration

All batteries lose their charge if they have not been used for a long period of time. In this section you will become familiar with the following:

- Calibrating the Battery
- Maximizing Battery Operating Time
- Fixing a Low-Battery Condition

## Calibrating the Battery

You may notice that the battery gauge does not correctly display the battery charge level when you first receive your Notebook or if you have not used your Notebook for a long period of time. If the battery gauge becomes inaccurate, you must recalibrate your battery. Recalibrating the battery simply means recharging the battery to its maximum capacity and resetting the battery gauge to display the level of charge accurately.

**Windows 98 and Windows 2000**—To recalibrate the battery, complete the following steps:

1. Plug in the AC adapter.
2. Allow the battery to charge until the **Battery Charge** icon turns off, showing that the battery is fully charged.
3. After the battery charge light or the icon turns off, unplug the AC adapter.
4. Turn on or restart your Notebook.

**Tip** *Do not plug in the AC adapter during the process or you will have to start over with Step 1.*

Steps 5 through 8 prevent your Notebook from entering Sleep mode. These steps also allow the battery to drain faster.

5. On the Windows taskbar, click **Start,** point to **Settings,** and then click **Control Panel.**
6. Double-click the **Power Options** icon on the **Control Panel.** The **Power Options Properties** dialog box opens.

**Tip** *You can use your Notebook while the battery is draining or charging.*

7. Click the **Power Schemes** tab.
8. From the **Running on batteries** column:
   a. In the **Turn off monitor** drop-down list, select **Never.**
   b. In the **Turn off hard disks** drop-down list, select **Never.**
   c. In the **System standby** drop-down list, select **Never.**
9. Let the battery drain until your Notebook reaches Hibernation and turns off.

10. Plug in the AC adapter and restart your Notebook.
11. Return to the **Power Options Properties** dialog box under **Control Panel** and re-enter your power savings settings to the desired level.

**Windows XP Home**—To recalibrate the battery, complete the following steps:

1. Plug in the AC adapter.
2. Allow the battery to charge until the battery charge light turns off.
3. After the battery charge light turns off, unplug the AC adapter.
4. Turn on or restart your Notebook.

**Tip** *Do not plug in the AC adapter during the process or you will have to start over with Step 1.*

Steps 5 through 8 prevent your Notebook from entering Sleep mode. These steps also allow the battery to drain faster.

5. Click the **Start** button on the Windows taskbar, then click **Control Panel.**
6. Click the **Performance and Maintenance** icon. The **Performance and Maintenance** dialog box is displayed.
7. Click the **Power Options** icon. The **Power Options Properties** dialog box is displayed.

**Tip** *You can use your Notebook while the battery is draining or charging.*

8. Click the **Power Schemes** tab.

9. On the **Power Schemes** tab, select the following options in the **Running on batteries** column:
   a. In the **Turn off monitor** drop-down list, select **Never.**
   b. In the **Turn off hard disks** drop-down list, select **Never.**
   c. In the **System standby** drop-down list, select **Never.**
10. Let the battery drain until your Notebook reaches Hibernation and turns off.
11. Plug in the AC adapter and restart your Notebook.
12. Follow steps 5 through 8 to return to the **Power Options Properties** dialog box, then replace your settings.

### Battery Charging Time

Battery charging time will vary based on the initial battery charge, the type of battery, and the activity of your Notebook while charging.

### Purchasing Spare or Extra Batteries

Over time, all batteries lose the ability to operate at full capacity and the battery will have to be replaced. To purchase a new battery, contact your Compaq authorized dealer or access the Compaq Web site at:

www.directplus.compaq.com

## Maximizing Battery Operating Time

The battery operating time depends on your power management settings. Your Notebook components, the options, and the applications that you use also affect the operating time. This section shows you how to increase the length of time you are able to operate under battery power.

The display, processor, CD/DVD drive, and hard drive use the most battery power. To maximize the battery operating time, perform one or more of the following actions:

- Reduce display brightness and select a short wait for your screen saver.
- Select a screen saver that does not generate a lot of graphics or motion.
- Reduce audio volume or use headphones.
- Exit modem programs when you are not using them.
- Remove PC Cards when you are not using them.
- Remove CDs or DVDs when you are not using them.
- Use Sleep or Hibernation mode to turn off your Notebook when you are not using it.

## Fixing a Low-Battery Condition

**Tip** *If you will not be using your Notebook for an extended period of time, Compaq recommends that you unplug the electrical cord from the outlet and remove the battery while your Notebook is not in use.*

A low-battery condition exists when the battery has less than 10 percent of its power remaining. This section will show you how to correct a low-battery condition and what to do if your Notebook loses all battery power.

When your Notebook loses all battery power, it begins Hibernation, a process that cannot be interrupted. If Hibernation has begun, you must allow your Notebook to finish saving your information and shut off automatically before trying to correct the low-battery condition.

The availability of an AC wall outlet will determine which solution you should use to correct a low-battery condition.

Use one of the following options:

- Connect the AC Adapter
- Replace the Drained Battery with a Charged One
- Suspend Your Work

## Connect the AC Adapter

This solution allows you to continue working without being interrupted and simultaneously charges the drained battery. You don't have to turn off your Notebook before connecting the AC adapter. Your Notebook automatically switches to AC power when you connect the AC adapter.

**Did you know...** *The battery will charge whether your Notebook is on or off and will continue to charge until the battery is fully charged or AC power is disconnected.*

## Replace the Drained Battery with a Charged One

If you cannot connect the AC adapter but you have a charged battery, you can change to battery power and continue working. To replace the drained battery with a charged one, complete the following steps:

1. Save your work.
2. Turn off your Notebook (or initiate Hibernation).
3. Replace the drained battery with the charged one.
4. Press the **Power** ⏻ button to turn on your Notebook.
5. Resume your work.

When AC power becomes available, simply plug in the AC adapter and replace your Notebook's battery with the drained battery to recharge it.

### Suspend Your Work

If you cannot plug in the AC adapter and you do not have a charged replacement battery, start Hibernation by pressing the **Power** ⏻ button. When a power source (AC or battery) becomes available, press the **Power** ⏻ button to turn your Notebook on and resume your work.

**Did you know...** *After your Notebook has entered Hibernation mode, it will not turn on until it is plugged into an AC adapter or the drained battery is replaced with a charged one.*

## Power Management

**Did you know...** *The Notebook has power-saving features that protect your data and conserve battery and monitor life.*

### Saving Energy

Congratulations! You are no longer a "new user." Now you know how to use some of the fun, basic functions of your new Notebook, like surfing the Web. It's time to learn more about some advanced features, such as power management, Hibernation, and Sleep modes.

### What is Power Management?

This section explains the following:

- Understanding Power Management
- Starting and Ending Power Modes

## Understanding Power Management

Power management lets you reduce your Notebook power consumption. Your Notebook has two power management modes:

- Hibernation is an energy-saving feature and safeguard that saves information to the hard drive, then turns off your Notebook. When you resume from Hibernation, your information returns to the screen where you left off. Your Notebook hibernates when the **Power** button is pressed, when the battery has little power left, or when your Notebook (operating on battery power) is in Sleep mode for more than one hour.
- Sleep, also called Standby, is an energy-saving feature that reduces power to system components that are not being used. When Sleep is initiated, your information is saved in Random Access Memory (RAM) and the screen is cleared. Your Notebook is still on, but the display is blank. When you resume from Suspend, your information returns to the screen where you left off.

**CAUTION:** Although Sleep mode maintains system information and open files, you will lose any unsaved information if you turn off your Notebook before you end the Sleep mode.

**Did you know...** *Returning to information saved in Hibernation takes longer than returning to information saved in Sleep, but is faster than returning to your information manually after restarting your Notebook.*

## Starting and Ending Power Modes

The following table shows you how to start and end the various power modes of your Notebook.

**Did you know...** *Your Notebook automatically goes into Hibernation if your battery is low or after one hour of Sleep. When it is on AC power, it does not go into Hibernation.*

**See also** *Operating system manual for more information on changing Power Management settings.*

| If you want to... | Then... | Result/Indicators |
|---|---|---|
| Put your Notebook to sleep manually. | **Windows 98 and Windows 2000**—Press the **Fn+F4** keys. Or click the **Start** button on the Windows taskbar, **Shutdown,** then **Standby.**<br>**Windows XP Home**—Press the **Fn+F4** keys. Or click the **Start** button on the Windows taskbar, **Turn Off Computer,** then **Stand By.** | **Power** light blinks. |
| Wake your Notebook from Sleep manually. | Press any key. | **Power** light stays on. |

| If you want to... | Then... | Result/Indicators |
|---|---|---|
| Put your Notebook into Hibernation manually. | **Windows 98 and Windows 2000**—Press the **Power** button once. Or click the **Start** button, **Shutdown,** then **Hibernate.**<br>**Windows XP Home**—Press the **Power** button once. Or click the **Start** button, **Turn Off Computer,** then hold down the **Shift** key as you click on **Hibernate.** | **Power** light is off. |
| Wake your Notebook from Hibernation manually. | Press the **Power** button once. | **Power** light stays on. |

# 7

# Preventative Maintenance

Maintaining your Notebook by keeping it clean and keeping the vents free from dust promotes longevity and higher performance. If Notebook components are not cleaned periodically, the probability of system failure increases.

The information in this chapter provides helpful instructions for the maintenance and care of your Notebook.

# Preventive Maintenance

This section covers:

- Cleaning Your Notebook's Exterior
- Cleaning the Keyboard
- Cleaning the Display Screen
- Cleaning the TouchPad
- Cleaning the External Mouse
- Caring for Your Notebook

## Cleaning Your Notebook's Exterior

**CAUTION:** When you shut down your Notebook, the power turns off. However, some electrical currents may still be flowing through the Notebook. To completely disconnect power from the Notebook, unplug the power and modem cables from the wall outlets and remove the battery.

Using a damp, lint-free cloth, clean the keyboard, the Notebook's exterior, and other external parts on your Notebook.

**CAUTION:** Do not use household cleaning solvents because they will damage the finish on your Notebook.

## Cleaning the Keyboard

You should clean the keyboard periodically to rid it of dust, lint, and any other foreign particles that may become trapped beneath the keys. Use a can of compressed air with a straw extension attached to blow air in and around the keys. Cleaning the keyboard prevents keys from sticking and jamming. It also makes typing a more pleasant experience.

**CAUTION:** Do not use liquids of any kind on the keyboard, because they may permanently damage your keyboard.

**CAUTION:** Do not use a regular vacuum cleaner for cleaning the keyboard because you may deposit normal household debris on the surfaces rather than remove it.

**Tip** *Foam swabs or cosmetic applicators are preferred to cotton swabs because cotton can add rather than remove lint.*

## Cleaning the Display Screen

The surface of your display screen may look fuzzy or smudged. You can use a soft, damp, lint-free cloth to wipe the screen clean.

If the display screen requires any additional cleaning, use an antistatic screen cleaner or pre-moistened antistatic wipes.

**CAUTION:** Never spray water or any other cleaning fluids or chemicals directly on the screen. You may permanently damage your Notebook.

## Cleaning the TouchPad

Grease and dirt on the TouchPad can cause your cursor to jump around on the display screen.

To avoid this, periodically clean the TouchPad with a damp cloth. Remember, before using your Notebook, always wash your hands if they are dirty.

## Cleaning the External Mouse

**WARNING:** Always disconnect the power from your Notebook and disconnect any other peripherals before attempting to clean your Notebook or any of its components.

**Tip** *Give your Notebook a safe home. If your Notebook is consistently exposed to direct sunlight, consider moving it. The heat from the sun shining on the display screen can reduce its performance and cause glare.*

If you are using an external mouse and the mouse pointer's precision control becomes difficult, cleaning the mouse can substantially improve its performance.

To clean the external mouse, complete the following steps:

1. Turn the mouse over and rotate the circular plate about 1/4-inch counter-clockwise until it pops loose. Most mice have an arrow to indicate the direction to turn the plate.
2. Remove the ball from your mouse and clean it with an antistatic wipe or a lint-free cotton cloth.
3. Spray the inside of the mouse with compressed air in an aerosol can to remove loose debris and dust.
4. Replace the ball and the bottom plate.

# Caring for Your Notebook

**Did you know...** *Your Notebook is cooled by air that is drawn in through the vents on the chassis and blown out through the exhaust fan. It is important to keep the vents on the chassis free of dust and debris. Brush any dust away from the vents with a damp cloth but do not attempt to dismantle the Notebook to clean dust from the inside of the Notebook. If you dismantle your Notebook, you may permanently damage the components on your Notebook.*

Your Notebook is designed as a durable product. However, when you transport it, Compaq recommends that you put it in a portable notebook carrying case. To enhance the life of your system, follow these Do's and Don'ts.

## Do's

- Carry and store your Notebook in a portable notebook carrying case.
- Keep diskettes and modular disk drives away from magnetic fields. Magnetic fields can erase data on your diskettes and your hard drives.
- Keep your Notebook away from extreme temperatures (for example, in parked cars, near heaters, or near open windows). Extreme temperatures can damage your Notebook or cause it to perform poorly.
- Use your Notebook only on a solid flat surface, and make sure no walls or objects are close enough to the vents to reduce airflow.

### Don'ts

- Bump or drop your Notebook.
- Put objects on top of it. Even if your Notebook is stored in a durable carrying case, it is not made to support extra weight.
- Leave the CD/DVD drive door open when it is not in use. It can get damaged.
- Handle liquids around your Notebook. Exposure to almost any liquid can result in expensive repairs that are not covered under your warranty.
- Expose your Notebook to dusty or dirty environments. Dust and dirt can clog internal components and mechanisms.
- Place the Notebook on surfaces that may block the vents on the side or bottom of the unit, such as towels, carpeting, etc.

# Backup Utilities

## Using Backup Devices

To retrieve files that may have been lost or damaged, you should back up your files regularly to diskettes or other backup media.

You can back up all the files on your Notebook or you can select specific files and folders. Use diskettes to do a partial backup of selected files or folders.

Use backup devices such as tape drives or other high-capacity backup devices to do a complete hard drive backup.

# Hard Disk Errors

This section covers:

- Using ScanDisk
- Using Disk Cleanup
- Deleting Stored Files
- Defragmenting Your Hard Drive

## Using ScanDisk

**Tip** *In the **ScanDisk** dialog box, you can select the option "Automatically fix errors."*

**Did you know...** *You can also optimize your disk space with other options. For detailed information, refer to the Operating System Guide included with your new Notebook.*

**Tip** *Compaq recommends using ScanDisk, using Disk Cleanup, and defragmenting your hard drive at least once a week to optimize the performance of your Notebook.*

The ScanDisk utility examines the hard drive for surface errors and file and folder problems. ScanDisk corrects these problems so that Windows and other programs run efficiently.

Use ScanDisk from once a week to once a month, depending on how often you use your Notebook. Also use ScanDisk if you encounter hard drive problems.

To run ScanDisk, complete the following steps:

1. Click **Start, Programs,** and then **Accessories.**
2. Click **System Tools,** and then **ScanDisk.**
3. Select the drive you want to check for errors.
4. Select the type of test you want to run.
5. Click **Start** to begin scanning your hard drive for errors.
6. Click **Close** when finished.

## Using Disk Cleanup

Optimize your system by using the Disk Cleanup maintenance feature offered in Microsoft Windows. When you use the Disk Cleanup tool, you can free hard disk space on your Notebook by:

- Deleting temporary Internet files
- Deleting downloaded program files
- Emptying the Recycle Bin
- Deleting files from your temporary folder
- Deleting files created by other Windows tools
- Removing optional Windows components not in use
- Removing installed programs that you do not use
- Converting your hard disk to the FAT32 file system

## Deleting Stored Files

To free hard disk space, remove unused files stored on your hard disk by completing these steps:

1. Double-click the **My Computer** icon on your Windows desktop.
2. Right-click the disk that you want to free space on.
3. Click **Properties,** then click **Disk Cleanup** on the **General** tab.
4. Select the files you want to remove by clicking the adjacent check boxes.
5. Click **OK** to confirm your request, and then click **OK** to start the deletion process.

## Defragmenting Your Hard Drive

The Disk Defragmenter utility rearranges files and unused space on your hard disk so that programs can run faster.

**CAUTION:** Plug your Notebook into AC Power before defragmenting the hard drive.

**CAUTION:** Do not turn off the Notebook during the defragmentation process.

**Did you know...** *Defragmenting your Notebook on a regular basis optimizes the speed of your Notebook.*

To defragment your hard drive, complete the following steps:

1. Click **Start, Programs,** and then **Accessories.**
2. Click **System Tools,** then **Disk Defragmenter.** A dialog box prompting you to select the drive you want to defragment is displayed.
3. Select the drive you want to defragment.
4. Click **OK** to begin defragmenting your selected hard drive.

# Hard Disk Space Management

This section covers:

- Checking the Hard Disk Space
- Deleting Unnecessary Files
- Using the Recycle Bin

## Checking the Hard Disk Space

In Windows, you can see a chart of the available hard drive space.

**Windows 98 and Windows 2000**—To check your hard drive space, complete the following steps:

1. Double-click the **My Computer** icon. The **My Computer** window is displayed.
2. Right-click the hard drive where you want to check available file space, then select **Properties.** The **System Properties** dialog box is displayed, which shows the free and used space on the drive.

**Windows XP Home**—To check your hard drive space, complete the following steps:

1. Click the **Start** button on the Windows taskbar.
2. Click the **My Computer** icon. The **My Computer** dialog box is displayed.
3. Right-click the hard drive where you want to check available file space.
4. On the drop-down list, click **Properties.** Information about the used and free space on your hard drive is displayed.

## Deleting Unnecessary Files

By deleting unnecessary files from the hard drive, you free drive space and help improve your Notebook's performance. Use the Windows Disk Cleanup utility to delete temporary Windows files and temporary Internet files, empty the Recycle Bin, and delete unneeded electronic mail files.

**CAUTION:** If you do not intend to delete files that are selected for deletion, cancel the request by clicking **No** when prompted.

To use Windows Disk Cleanup, complete the following steps:

1. Click **Start,** then select **Programs, Accessories, System Tools,** then **Disk Cleanup.** The **Select Drive** dialog box is displayed.
2. Select the drive you want to clean up and click **OK.** The **Disk Cleanup** dialog box is displayed.
3. Click the check box beside each file type you want to delete.
4. For more information about each file type you can delete, read the descriptions in the **Disk Cleanup** dialog box.
5. Click **OK,** then click **Yes** to confirm. The selected files are deleted.

## Using the Recycle Bin

**Did you know...** *You can also double-click on the* ***Recycle Bin*** *icon and open the folder to select items that you want to keep.*

When you delete files from your Notebook, they are not completely eliminated from your hard drive. They are temporarily stored in a system folder referred to as the Recycle Bin. You can recover these files if necessary.

To delete files that are in the Recycle Bin, follow this process:

1. On your desktop, right-click the **Recycle Bin** icon.
2. Click the **Empty Recycle Bin** option and the **Confirm File Delete** dialog box is displayed.
3. Click **Yes** to confirm the deletion.

If program files are stored in the Recycle Bin folder, your Notebook identifies them and prompts you to verify your intention to delete these files.

# Regulatory Information

Regulatory agencies worldwide use agency series numbers for product identification. Each approved product displays the assigned agency series number. To ensure continued safe and reliable operation, use the computer only with the products listed below:

| Product | Agency Series Number |
|---|---|
| Computer | CM2080 |
| Battery pack | CM2081 |
| AC Adapters | ADP-60DB<br>ADP-60DB Rev. B<br>PA-1600-01<br>PA-1600-02<br>LE-9702A-01+<br>LE-9702B-01+ |
| Docking base | CM2085 |

# 8

# Solutions

In this chapter you'll learn easy ways to increase computer performance and solve some basic computer problems:

- In "Frequently Asked Questions" (FAQs), you'll find answers to questions such as: Where can I find the specifications for my Compaq Notebook? How do I change my Notebook display resolution? What types of upgrades are available for my Notebook?
- In "Solution Tables," you'll find common problems described in detail and several solutions to try and fix the problems.

If you can't solve a problem yourself, you can contact Compaq support for all the help you'll need.

## Basic Solutions

Before you consult our extensive list of common solutions, try these helpful hints. If you still need help, this section tells you how to quickly find the solution.

In this section:

- Helpful Hints
- Finding Solutions Quickly

## Helpful Hints

If you encounter minor problems with your Notebook, display, or software, refer to the following list of general suggestions before taking further action:

- Ensure that your Notebook is plugged into the AC adapter and that the adapter is plugged into a working electrical outlet.
- Ensure that your Notebook is turned on and the **Power** ⏻ light or icon is lit.
- Adjust the brightness and contrast controls of the display.
- Remove any diskettes from the diskette drive before turning on your Notebook.
- Check the vents to be sure they are clear of obstructions, dust, or debris.
- Be sure the location and position of your Notebook is not causing the Notebook to overheat. Use your Notebook only on a solid, flat surface, not on your lap.

## Finding Solutions Quickly

To help you find a solution quickly, see the "Solution Tables" section. The information in the tables is divided into three columns:

1. **Symptom**—Describes the symptom or warning that indicates a problem.
2. **Problem**—Identifies one or more reasons why the symptom occurred.
3. **Solution**—Describes how you should try to fix the problem.

If the listed solution does not fix your problem, try another solution for the symptom or try the solution a second time.

If a problem persists and you can't resolve it, contact a Compaq authorized service provider. Refer to your *Warranty Statement* for details.

# Frequently Asked Questions

- General Questions
- Questions about Displays
- Questions About Sound
- Questions About Movies
- Questions About Peripherals
- Questions About Upgrades
- Error Messages

## General Questions

☞ **See also** *Microsoft Windows operating system manual for more information.*

☞ **See also** *Other documentation that comes with your Notebook or peripheral devices. Examples include Microsoft Windows manuals, third-party software manuals, and hardware documentation such as printer manuals.*

**Q.** *Where can I find more information about my Notebook?*

**A.** In the printed documentation that came with your Notebook. Also visit the Compaq support Web site at:

www.compaq.com/support

**Q.** *What is a computer virus and how can I remove it?*

**A.** A computer virus is a program that can cause damage to your Notebook. Your Notebook usually comes with pre installed third-party virus scan software to remove computer viruses. However, because new viruses constantly emerge, you should check with your software vendor about software upgrades. These upgrades are usually available on the Internet.

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☞ **See also** *"Anti-Virus Software" in Chapter 4 of this guide for more information about anti-virus software.*

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**Q.** *I can't connect to the Internet. What's the problem?*

**A.** First, you must have an account with an Internet Service Provider (ISP) or access to the Internet through a Local Area Network (LAN). Your modem must also be configured correctly, and you must have a cable connecting the modem port to the phone jack. Also, ensure that you have an Internet browser installed, such as Microsoft Internet Explorer or Netscape Navigator.

**Q.** *The keyboard does not respond when I press the keys. What should I do?*

**A.** Press and hold the **Power** ⏻ button to power off your Notebook, then restart or call Compaq customer support for assistance.

**Q.** *Why is my Notebook slow when not on the network or when coming out of Hibernation mode?*

**A.** If the internal Ethernet hardware (network card) is set up to connect to a network, Windows tries to access the network through the Ethernet hardware. If a connection does not exist, then startup is delayed or loss of functionality can occur. One way to overcome these problems is to use the Hardware Profile feature of Windows. This feature allows you to create two different Hardware Profiles that are selectable upon start-up: one with the internal Ethernet hardware enabled, and one with the internal Ethernet hardware disabled.

**See also** *Notebook operating system manual for information on how to create additional hardware profiles.*

## Questions about Displays

**Q.** *How can I change the display settings on my Notebook?*

**Windows 98 and Windows 2000—A.** Right-click the Windows desktop and select **Properties.** The **Display Properties** dialog box is displayed.

Select the **Settings** tab and make changes as necessary. Click **OK** when you finish to apply the settings.

**Windows XP Home—A.** Display settings can be changed on the **Settings** tab of the **Display Properties** dialog box. To access this tab, complete the following steps:

1. Click the **Start** button on the Windows taskbar, then click **Control Panel.**
2. Click the **Appearance and Themes** icon, then click the **Display** icon.
3. Click the **Settings** tab.

Make changes as necessary. Click **OK** when you finish to apply the settings.

**Q.** *My display (monitor) is blank. What should I do?*

**A.** Your Notebook might be in either Sleep (Standby) or Hibernation mode. Try pressing any key to wake your Notebook from Sleep (Standby) mode. If this does not correct the problem, press the **Power** ⏻ button once to resume from Hibernation mode.

## Questions About Sound

**Q.** *There is no sound coming from my Notebook. What's wrong?*

**A.** You can control the sound coming from your Notebook speakers by pressing the volume up and volume down buttons.

**Windows 98 and Windows 2000—**If sound has been muted on your Notebook, you can turn the sound back on by following these steps:

1. Double-click the **Volume** icon in the taskbar. The **Volume Control** window is displayed.
2. Make sure the **Mute all** box is not checked in the **Volume Control Balance** section.

**Windows XP Home—**If sound has been muted on your Notebook, you can turn the sound back on by following these steps:

1. Select the **Start** button on the Windows taskbar, then click **Control Panel.**
2. Click **Sounds, Speech, and Audio Devices,** then click the **Sounds and Audio Devices** icon.
3. On the **Volume** tab, clear **Mute** check box.
4. Click the **OK** button.

## Questions About Movies

**Q.** *When I play a DVD movie on S-Video, the movie shows only on the display panel. What should I do?*

**A.** You may need to press the **Fn+F3** keys more than once to transfer the image to the TV.

**Q.** *The DVD movie is too dim or too bright. What should I do?*

**A.** Adjust the brightness setting and the **Advanced Display** properties.

**See also** *"Adjusting Brightness" in Chapter 3 of this guide.*

## Questions About Peripherals

**Q.** *My Notebook is connected to a printer, but I am unable to print. What's wrong?*

**A.** If the printer is attached directly to your Notebook, make sure that the power cable is plugged into the wall and that the printer is turned on. Check to make sure that the connector cable between your Notebook and the printer is properly attached. Also, ensure that you have the correct driver for your printer installed on your Notebook. If you still have trouble printing, refer to the instructions that came with your specific printer model.

**Q.** *How do I know how much battery power I have?*

**A.** See the **Battery Status** icon in the System tray on the Windows taskbar.

**See also** *"Battery Care" in Chapter 6 of this guide for more information on charging the battery.*

## Questions About Upgrades

**Q.** *Can I download upgrades from the Compaq Internet site?*

**A.** Yes. You can download Compaq upgrades, called *Softpaqs*™, such as video drivers, diagnostics, and flash ROM at:

www.compaq.com/support/files/

**Note** *You must know your Notebook model and serial numbers (located on the underside of your Notebook).*

**Q.** *Where do I get information about memory upgrades?*

**A.** See the following Web site:

www.directplus.compaq.com

## Error Messages

Error messages are displayed on the screen to alert you when problems occur and when your input is required to resolve a problem.

**Q.** *I receive an Out of Memory message while a program is running. What's wrong?*

**A.** Your Notebook operating system resources are low. Close one or more programs to recover resources.

**Note** *You may have to restart your Notebook to completely recover Windows memory.*

**Q.** *I receive hard disk error messages. What is wrong?*

**A.** A hard disk error message is displayed when part of the hard disk has failed. The hard drive can be restored by using the ScanDisk utility.

**See also** *"Hard Disk Errors" in Chapter 7 of this guide for information about hard disk errors.*

To repair the hard disk using the ScanDisk Utility, complete the following steps:

1. Click the **Start** button, point to **Programs, Accessories, System Tools.**
2. Click **ScanDisk** to open the **ScanDisk** dialog box.

**Q.** *I receive a non-system disk or disk error message. What is wrong?*

**A.** If you have a non-system disk or disk error message, check the following:

- Check the diskette drive to see if you have a diskette in the drive. When drive activity stops, remove the diskette and press the **Spacebar** to continue the startup process.
- If a diskette is not in the drive, the system files may have been damaged. Refer to the operating system manual for information about restoring your system.

# Solution Tables

In this section:

- Audio and Video
- Battery and Power
- Mass-Storage
- Internet
- Keyboard and TouchPad
- Memory and PC Cards

## Audio and Video

| Audio | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| No sound. | Volume has been muted. | **Windows 98 and Windows 2000**<br>On the taskbar, click the **Volume** icon and clear the **Mute** check box.<br>**Windows XP Home**<br>1. On the taskbar, click the **Start** button.<br>2. Click **Control Panel.**<br>3. Click **Sounds, Speech, and Audio Devices.**<br>4. Click **Adjust the System Volume.**<br>5. Clear the **Mute** check box. |

| Audio *(Continued)* | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| No sound. | Your Notebook is in Sleep mode. This is identified when the **Power** light is flashing. | Press any key. |
| Sound is too low. | Volume is set too low. | Click the **Volume** icon on the taskbar, and click the **Volume** slider and drag it up, or press the **Volume Up** button. |
| Sound is distorted. | Volume is set too high. | Click the **Volume** icon on the taskbar, and click the **Volume** slider and drag it down, or press the **Volume Down** button. |
| Audio CD or DVD does not play. | See CD or DVD in "Mass-Storage" later in this chapter. | |
| **Volume** icon is missing from the Windows taskbar. | The **Show volume control on the taskbar** option has not been selected. | 1. On the taskbar, click the **Start** button, and point to **Settings.**<br>2. Click **Control Panel.**<br>3. Double-click **Sounds and Multimedia.**<br>4. Select **Show volume control on the taskbar** and click **OK.** |

**Did you know...** *Video is also referred to as the display.*

**Tip** *Key combinations, such as the example* **Fn+F8** *used in these solutions, mean that you should press and hold down the* **Fn** *key, press the* **F8** *key, and then release both keys simultaneously.*

| Video or Display | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Screen is blank. | Screen saver is enabled. | Press the **Spacebar** or click with the TouchPad. |
| | Your Notebook is in Sleep mode. This is identified when the **Power** ⏻ light is flashing. | Press any key. |
| | The external monitor display is selected. | Press the **Fn+F3** keys to switch between the LCD display, external monitor, TV-Out (available on selected models), and simultaneous display. |

| Video or Display *(Continued)* | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Display only fills part of the screen. | Your resolution settings are not set properly. | **Windows 98 and Windows 2000**<br>1. On the taskbar, click the **Start** button and point to **Settings.**<br>2. Click **Control Panel.**<br>3. Double-click **Display.**<br>4. Click the **Settings** tab.<br>5. In the **Screen area,** click the slider and drag it to the desired resolution.<br>6. Click **OK** to accept the new settings, then close the **Control Panel** window. |

| Video or Display *(Continued)* | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Display only fills part of the screen. | Your resolution settings are not set properly. | **Windows XP Home**<br>1. On the taskbar, click the **Start** button.<br>2. Click **Control Panel.**<br>3. Click **Appearances and Themes.**<br>4. Click **Change the screen resolution.**<br>5. Click the **Settings** tab.<br>6. Press and hold down the left mouse button as you drag the **Screen resolution** slider to the desired resolution.<br>7. Click **OK** to accept the new settings. |
| Characters are garbled or the display flashes when your Notebook is connected to an external monitor. | The external monitor's resolution is set too high for your Notebook. | Restart your Notebook and reset the **Display settings** for a lower resolution. See the solution for "Display only fills part of the screen" for more details. |

## Battery and Power

| Battery | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Battery gauge is not accurate. | | Calibrate the battery. See “Calibrating the Battery” in this guide for details. |
| Battery charging indicator does not display and battery does not charge. | Battery needs calibrating. | Allow time for the battery to return to room temperature. |
| | Battery is at the end of its life. | Replace the battery. See “Recycling the Battery” in this guide for battery recycling information. |
| | Battery was exposed to temperature extremes. | Keep the battery within the recommended temperature ranges. See “Battery Care” in this guide. |
| Battery charge does not last as long as expected. | Battery is not fully drained. | Calibrate the battery. See “Calibrating the Battery” in this guide. |
| | Battery was exposed to extreme temperatures. | Keep the battery within the recommended temperature ranges. See “Battery Care” in this guide. |
| | Battery has partially self-discharged. | Recharge the battery. |

| Battery *(Continued)* | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Battery charge does not last as long as expected. | Power Management is disabled. | Reset the power management options. See “Calibrating the Battery” in this guide. |
| | Battery is at the end of its life. | Replace the battery. See “Recycling the Battery” in this guide for battery recycling information. |
| Your Notebook has entered the Low Battery state, but it did not beep. | Volume is set too low to hear the warning beep, or a CD is playing and the alarm does not interrupt play to issue a warning beep. | Adjust volume if necessary. |

| Battery *(Continued)* | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Your Notebook is beeping and the Low Battery warning displays or the battery gauge is below 10 percent. | Your Notebook has entered a Low Battery stage. | If possible, immediately connect your Notebook to AC power. If connecting to AC power is not possible, you have the following choices:<br>■ Save your files and perform a normal Windows shut down.<br>■ Initiate Hibernation by pressing the **Power** ⏻ button.<br>■ Let your Notebook go into Hibernation automatically (if enabled). |

| Power | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| You forgot your power-on password. | Your Notebook will not start without entering the power-on password. | Take your Notebook to your local Compaq authorized service provider. See the *Warranty Statement* for details. |
| Your Notebook will not turn on. | **Power** ⏻ button on your Notebook has not been pressed. | Press the **Power** ⏻ button on your Notebook. |

| Power *(Continued)* | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Your Notebook will not turn on. | Power plug is not properly connected to AC adapter or wall outlet. | Reconnect the power cord to AC adapter and wall outlet. |
| | AC adapter is not properly connected to back of your Notebook. | Reconnect the AC adapter to the back of your Notebook. |
| | Battery is fully discharged or not installed. | Connect AC adapter to your Notebook and a wall outlet or insert a charged battery. |
| | Keyboard controller needs to be reset. | 1. Unplug the AC adapter from the back of your Notebook.<br>2. Remove the battery and wait 30 seconds.<br>3. Re-install AC adapter and battery. |
| Your Notebook will not turn on. | Wall outlet is bad. | Test the outlet by connecting a different electrical device to the outlet. |

| Power *(Continued)* | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| | Wrong memory modules were used in upgrade, or memory modules were installed in the wrong location. | Contact your Compaq authorized service provider to verify the type of memory modules to use and where to install them. See the *Warranty Statement* for details. |
| Your Notebook is not responding to keyboard or TouchPad. | Your Notebook has locked up. | Restart your Notebook by pressing **CTRL+ALT+DEL** keys simultaneously or hold down the **Power** ⏻ button until your Notebook turns off. |
| | A program you are using is not certified for Windows by Microsoft. | Verify that the program is certified by Microsoft (refer to program packaging for this information). If program is Microsoft certified then see the next problem. |
| One of the following messages is displayed: "Operating System Not Found," or "Non-system disk or disk error." | A diskette that does not contain system files needed to start your Notebook is in the diskette drive. | When drive activity stops, remove the diskette and press the **Spacebar** to continue the startup process. |

| Power *(Continued)* | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| | System files may have been damaged. Insert a boot diskette or Windows Startup diskette to restart your Notebook. | Insert an emergency diskette that has been created for your operating system in the diskette drive.<br>1. Restart your Notebook. This task rebuilds the system files on your hard drive.<br>2. Restart your Notebook. |
| "Illegal Operation has Occurred" error message is displayed. | Configuration file may be corrupted. | If possible, save all data, close all programs, and restart your Notebook. |

# Mass-Storage

**Did you know...** *Mass-Storage media include CDs, CD-RWs, DVDs, DVD/CD-RWs, diskettes, and the hard disk.*

| CD or DVD Drive | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| CD/DVD drive cannot read a disc or takes too long to start. | The disc is inserted improperly. | Reinsert the CD with the label facing up and verify that the disc is securely snapped down on the spindle. |
| | The DVD drive takes longer to start because it must determine the type of media being played before it can start. | Wait at least 30 seconds to let the DVD drive determine the type of media being played. If disc still does not start, refer to the solution for related problems. |
| | The disc is dirty. | Clean the disc with a CD cleaning kit available in most computer stores. |
| DVD Player performance is poor when running other programs simultaneously. | DVD playback requires large amounts of processing power; therefore, the system cannot process other tasks simultaneously at maximum performance. | To provide maximum performance, close all other programs while playing DVD media. It may also be necessary to restart Windows to free all resources. |

| CD or DVD Drive *(Continued)* | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Cannot eject CD or DVD. | Power is not on. | Manually eject the disc (see “Using the CD or DVD Drive” in this guide) or turn on your Notebook. |
| Display is corrupted when playing some DVD movies. | Copyright material at beginning of movie causes momentary corruption. | Wait a few seconds for video corruption to clear up. If it does not clear up, then stop and restart the DVD movie. |

| Diskette Drive | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Not reading drive: “Abort, Retry, Fail?” message is displayed. | A non-formatted diskette is inserted. | **Windows 98 and Windows 2000**<br>Format the diskette using the following steps:<br>1. Double-click the **My Computer** icon on the desktop.<br>2. Select the **3 1/2 Floppy (A:)** drive.<br>3. Click **File** and point to **Format.**<br>4. Select the desired options and click **Start** to begin formatting the diskette. |

| Diskette Drive *(Continued)* | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Not reading drive: “Abort, Retry, Fail?” message is displayed. | A non-formatted diskette is inserted. | **Windows XP Home**<br>Format the diskette using the following steps:<br>1. Insert diskette into the diskette drive.<br>1. Click the **Start** button.<br>2. Click **My Computer**.<br>3. Click the diskette you want to format.<br>4. Click **File.**<br>5. Click **Format.**<br>6. Select the desired options and click **Start** to begin formatting the diskette. |
| | Diskette is damaged. | Replace the diskette with a new one. |

| Diskette Drive *(Continued)* | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Diskette drive is continually active. | The diskette is improperly inserted. | Remove the diskette and reinsert it as follows:<br>1. Insert the edge with the sliding cover into the drive facing up.<br>2. Push the diskette all the way into the drive until it stops. |
| | Diskette is damaged. | Replace the diskette with a new one. |
| Diskette drive cannot read a diskette. | Diskette is not formatted. | **Windows 98 and Windows 2000**<br>Format the diskette by following these steps:<br>1. From the desktop, double-click the **My Computer** icon.<br>2. Select the **3 1/2 Floppy (A:)** drive.<br>3. Click **File** and point to **Format.**<br>4. Select the desired options and click **Start** to begin formatting the diskette. |

| Diskette Drive *(Continued)* | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Diskette drive cannot read a diskette. | Diskette is not formatted. | **Windows XP Home**<br>Format the diskette by following these steps:<br>1. Insert diskette into the diskette drive.<br>1. Click the **Start** button.<br>2. Click **My Computer**.<br>3. Click the diskette you want to format.<br>4. Click **File.**<br>5. Click **Format.**<br>6. Select the desired options and click **Start** to begin formatting the diskette. |
| | The wrong type of diskette is being used. | Check the type of drive you have and use the correct diskette type. |

| Diskette Drive *(Continued)* | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Diskette drive cannot save information to diskette. | Diskette is not formatted. | **Windows 98 and Windows 2000**<br>Format the diskette by following these steps:<br>1. From the desktop, double-click the **My Computer** icon.<br>2. Select the **3 1/2 Floppy (A:)** drive.<br>3. Click **File** and point to **Format.**<br>4. Select the desired options and click **Start** to begin formatting the diskette.<br>5. After the format is complete, you should be able to save your information. |

| Diskette Drive *(Continued)* | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Diskette drive cannot save information to diskette. | Diskette is not formatted. | **Windows XP Home**<br>Format the diskette by following these steps:<br>1. Insert diskette into the diskette drive.<br>1. Click the **Start** button.<br>2. Click **My Computer**.<br>3. Click the diskette you want to format.<br>4. Click **File.**<br>5. Click **Format.**<br>6. Select the desired options and click **Start** to begin formatting the diskette.<br>After the format is complete, you should be able to save your information. |

| Diskette Drive *(Continued)* | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Diskette drive cannot save information to diskette. | Diskette is write protected. | Slide the write-protection tab on the diskette to the unlocked position. |
| | Diskette is full or file is too big. | Use another diskette or compress the file to reduce the file size. |
| | File save command was not properly executed. | When saving information to the diskette drive, verify that you are using the correct drive. |
| | Diskette is damaged. | Replace the damaged diskette. |

| Hard Drive | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Hard drive error message is displayed. | Part of the hard drive failed. | Insert an emergency diskette that has been created for your operating system in the diskette drive.<br>1. Restart your Notebook. This operation rebuilds the system files on your hard disk.<br>2. When the operation is complete, restart your Notebook.<br>For further assistance call the Compaq customer support number for your region. |
| "Non-system disk or disk error" message is displayed. | A diskette that does not contain system files needed to start your Notebook is in the diskette drive. | When drive activity stops, remove the diskette and press the **Spacebar** to continue the startup process. |
| | System files are damaged. | Refer to the operating system manual for information about restoring your system. |

## Internet

| Internet | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Cannot connect to the Internet. | Internet service provider (ISP) account or network connection is not set up properly. | Verify Internet or network connection settings are correct or contact your ISP for assistance. |
| | Modem is not set up properly. | Reconnect the modem, verifying the telephone line to wall jack connection. Refer to the *Compaq Getting Started* poster. |
| | Web browser is not set up properly. | Verify that your Web browser is installed and set up to work with your ISP. |
| Cannot connect to the Internet. | If no dial tone is found, another telephone handset on the same line is not on the receiver. | Verify that all telephone handsets on the same line are on the receiver. |
| | Messages are not cleared from answering service. | If you use an answering service that modifies your telephone's dial tone to inform you of messages, clear all messages and try your call again. |
| Easy Access buttons do not respond. | ISP or network connection is not established. | Connect to your ISP or network and retry the Easy Access buttons. |

# Keyboard and TouchPad

**Did you know...** *The TouchPad is your Notebook's mouse. Use your finger on the touchpad to direct the cursor across the screen.*

| Keyboard and TouchPad | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Keyboard commands or keystrokes are not recognized by your Notebook. | Program in use has stopped responding to commands. | **Windows 98 and Windows 2000**<br>Turn off your Notebook using the TouchPad.<br>1. On the taskbar, click the **Start** button.<br>2. Click **Shut Down.**<br>3. Select the **Shut down** option and click **OK.**<br>4. After the shutdown is complete, restart your Notebook.<br>If your Notebook does not shut down, press and hold down the **Power** ⏻ button until your Notebook turns off. |

| Keyboard and TouchPad *(Continued)* | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Keyboard commands or keystrokes are not recognized by your Notebook. | Program in use has stopped responding to commands. | **Windows XP Home**<br>Turn off your Notebook using the TouchPad.<br>1. On the taskbar, click the **Start** button.<br>2. Click **Turn Off Computer.**<br>3. Click **Turn Off.**<br>4. After the shutdown is complete, restart your Notebook.<br>If your Notebook does not shut down, press and hold down the **Power** ⏻ button until your Notebook turns off. |
| **Fn+Num Lk** or **Shift+Num Lk** does not turn the internal **NumLock** on. | The internal keyboard NumLock is disabled when an external PS/2 keyboard or keypad is present. | Use keypad on the external keyboard or unplug the external keyboard to use internal keypad feature. |
| When typing, some of the letter keys return numbers to the screen. | The **NumLock** feature is turned on. | Press the **Fn** or **Shift** key while pressing the **Num Lk** key to turn **Num Lock** off. |
| Cursor jumps to a different location while typing. | TouchPad needs to be cleaned. | Wipe the TouchPad with a damp cloth and wipe it dry. |

| Keyboard and TouchPad *(Continued)* | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Cursor does not respond. | TouchPad needs to be cleaned. | Wipe the TouchPad with a damp cloth and wipe it dry. |
| | The TouchPad sensitivity settings may need adjustment. | **Windows 98 and Windows 2000**<br>Restore default TouchPad settings.<br>1. On the taskbar, click the **Start** button and point to **Settings.**<br>2. Click **Control Panel** and double-click **Mouse.**<br>3. Click the **Touch** tab and then the **Defaults** button.<br>4. Click **OK,** and close the **Control Panel** window. |

| Keyboard and TouchPad *(Continued)* | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Cursor does not respond. | The TouchPad sensitivity settings may need adjustment. | **Windows XP Home**<br>Restore default TouchPad settings.<br>1. On the taskbar, click the **Start** button.<br>2. Click **Control Panel.**<br>3. Click **Printers and Other Hardware.**<br>4. Click **Mouse.**<br>5. Click the **Touch** tab.<br>6. Click the **Defaults** button.<br>7. Click **OK.** |

| Keyboard and TouchPad *(Continued)* | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Cursor does not respond. | Program in use has stopped responding to commands. | **Windows 98 and Windows 2000**<br>Turn off your Notebook using your keyboard.<br>1. Press the **Ctrl** and **Esc** keys simultaneously.<br>2. From the Windows Start menu, use the arrow keys to select **Shut Down** and press the **Enter** key.<br>3. Select the **Shut down** option (you may need to use the arrow keys to select it), and press the **Enter** key. After the shutdown is complete, restart your Notebook.<br>4. If your Notebook does not shut down, press and hold down the **Power** ⏻ button until your Notebook turns off. |

| Keyboard and TouchPad *(Continued)* | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Cursor does not respond. | Program in use has stopped responding to commands. | **Windows XP Home**<br>Turn off your Notebook using your keyboard.<br>1. Press the **Ctrl** and **Esc** keys simultaneously.<br>2. Press **Alt+S.**<br>3. Press **U.**<br>4. Press **U** again.<br>5. If your Notebook does not shut down, press and hold down the **Power** ⏻ button until your Notebook turns off. |

| Keyboard and TouchPad *(Continued)* | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Cursor does not respond. | TouchPad has been set up to interpret TouchPad taps as clicks, and this setting may need adjustment. | **Windows 98 and Windows 2000**<br>Adjust the TouchPad settings.<br>1. On the taskbar, click the **Start** button and point to **Settings.**<br>2. Click **Control Panel,** and double-click Mouse.<br>3. Click the **Touch** tab, and clear the **Tap to click** option.<br>4. To adjust the **PalmCheck Settings,** click the slider and drag it to the right until the **Maximum** setting is reached.<br>5. Click **OK** and close the Control Panel window. |

| Keyboard and TouchPad *(Continued)* | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Cursor does not respond. | TouchPad has been set up to interpret TouchPad taps as clicks, and this setting may need adjustment. | **Windows XP Home**<br>Adjust the TouchPad settings.<br>1. On the taskbar, click the **Start** button.<br>2. Click **Control Panel.**<br>3. Click **Printers and Other Hardware.**<br>4. Click **Mouse.**<br>5. Click the **Touch** tab.<br>6. Clear the **Tap to click** check box.<br>7. To adjust the **PalmCheck Settings,** press and hold down the left TouchPad button as you drag the **Palm Check** slider and drag to the **Maximum** setting.<br>8. Click **OK.** |

# Memory and PC Cards

| Memory | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Insufficient memory message is displayed. | All available memory is used by open programs and memory is needed for the desired task. | Close one or more programs and retry. If this does not solve the problem, restart Windows to recover additional memory. |

| PC Cards | | |
|---|---|---|
| **Symptom** | **Problem** | **Solution** |
| Your Notebook does not recognize the PC Card. | PC Card is not fully inserted in the slot or is upside down. | Remove the card and gently reinsert it. Refer to the manufacturer's documentation for details. |
| | The PC Card device driver is not installed. | Install the device driver. Refer to the documentation that came with your PC Card or contact the PC Card manufacturer. |
| | PC Card may not be supported by Windows. | Review the PC Card packaging to verify that the PC Card is compatible or contact the manufacturer directly. |

# Glossary

This Glossary defines commonly used terms to help new users understand computer concepts. Some of these terms are used in this guide.

**1394 port** A type of connector for plugging in peripherals, such as video cameras, with extremely fast data-transfer rates. The 1394 standard synchronizes audio and video files by delivering data at a guaranteed rate—in real time. See also *peripheral.*

## A

**Acrobat Reader** Software created by Adobe Systems that allows you to view an electronic document with the exact layout intended by the author. The Acrobat Reader can be downloaded free of charge from the Adobe Web site. See also *software.*

**anti-virus software** A program that detects and, in many cases, repairs the damage caused by a computer virus.

**application** Software installed on a computer. See also *program.*

## B

**backup** Copy of a file that is kept in case the original is lost or damaged. Backups can be kept on the hard disk, a diskette, an LS Compaq drive, or even a CD.

**bit** The smallest possible piece of computer information—a single digit. See also *digital.*

**boot** To start or restart the computer. During the startup process, information necessary for the computer to operate is loaded into memory.
See also *main memory*.

**browser** Software that searches for, displays, and downloads text, graphics, sound, and video from the Internet. Microsoft Internet Explorer and Netscape Navigator are two popular browsers.

**bug** A mistake in the design of computer software or hardware. Because of their complexity, many have minor bugs. As soon as the manufacturer becomes aware of the problem, modifications are made to correct it.

**byte** Eight bits of data (eight individual electronic on/off signals, strung together to make a message that the computer can interpret). Most information is organized into bytes. One byte of data is usually required to represent a single character that you can see on the screen (a letter, number, punctuation mark, or other symbol). For example, the byte 01001000 represents the capital letter H. See also *bit*.

## C

**cable modem** A modem that allows you to access the Internet via your cable television provider. Continuously connected to the Internet, it allows high-speed, high-capacity data transfer.

**CD** Compact Disc. Media used in a CD-ROM drive. The disc is a circular piece of plastic that stores digital data on one side, using laser technology.

**CD-ROM** A compact disc with read-only data. You cannot erase or record over the data.

**CD-RW** A compact disc with rewritable data. You can write to the disc using a rewritable or recordable CD drive.

**click** To push down and quickly release either the left or right mouse button.

**Ctrl+Alt+Delete** Pressing and holding down the **Ctrl** key, then the **Alt** key, and then the **Delete** key, simultaneously, to close a program that is locked (not responding). Use **Ctrl+Alt+Delete** a second time to shut down a computer that is locked. Unsaved data is erased from memory. When the computer restarts, it displays an error message that Windows was not properly shut down, and it scans the hard disk for errors.

**cursor** The blinking vertical line on the screen that indicates where the next character appears when you type.

# D

**data** Information that can be processed by a computer. See also *digital.*

**database** A collection of similar data that is designed for easy retrieval of information.

**dedicated line** A telephone line that is always connected to the modem (inside the computer) to provide constant access to the Internet. A separate telephone line is used for phone calls. See also *modem.*

**default** The option that the software automatically chooses for you when you don't indicate a choice yourself. For example, when you print a document, the Print dialog box asks which pages to print (the default is All) and how many copies to print (the default is 1). You can change the settings, and you can designate the new settings as the default.

**defragmenting** The rearrangement of files and unused space on your hard disk so programs can run faster.

**desktop** See *Windows desktop.*

**dialog box** A small window that requests information from the user before a command can be carried out.

Add New Hardware Wizard
This wizard installs the software for a new hardware device.
Before continuing, close any open programs.
To begin installing the software for your new device, click Next.
< Back
Next >
Cancel

**digital** A system that uses electronic signals to transfer data in the form of bits. A bit is represented by a single digit. Computers use only two digits—either a 0 or a 1—in various combinations. See also *bit* and *byte.*

**directory** See *folder.*

**disk** High-capacity storage media, such as the hard disk inside the computer and the removable media used in a Zip drive or Jaz drive.

**diskette** Low-capacity, removable storage media made of flexible plastic film encased in a hard plastic shell. Since the plastic film is flexible, the 3.5-inch diskette is sometimes referred to as a floppy disk.

**diskette drive** The drive that reads and writes to a diskette.

**double-click** To push down and quickly release the left mouse button two times in rapid succession to open an item.

**download** To receive files from another computer on the Internet.

**drive** A device that reads and sometimes writes to storage media. Examples are the CD drive, DVD drive, LS Compaq drive, diskette drive, and hard drive.

**driver** Software that enables the operating system to recognize and operate devices installed in or attached to the computer, such as a printer. All drives that use removable media and all peripheral devices have drivers. You can download updated drivers from the manufacturer's Web site. See also *peripheral.*

**drop-down menu** A list of options that drops down when you click a menu on the menu bar or the down arrow on a dialog box.

**DSL** Digital Subscriber Line. A telephone line that carries both voice and data signals; it allows you to talk on the phone and surf the Internet at the same time. The data part of the line, which is continuously connected to the Internet, allows high-speed, high-capacity data transfer. Your local telephone company provides the necessary equipment—a DSL modem, a network interface card, and a splitter.

**DSL modem** A modem that connects to the Internet using digital subscriber line service through an existing copper telephone line.

**DVD** Digital Versatile Disc. A CD-sized disc that stores full-length movies, music videos, and multimedia computer games with three-dimensional graphics. Both single-sided and double-sided discs are available.

## E

**encrypt** To translate data into a secret code. You must have access to a secret key or password to read an encrypted file.

**Ethernet** The most widely-installed local area network technology. An Ethernet LAN (local area network) typically uses coaxial cable or special upgrades of twisted pair wires. The most commonly installed Ethernet systems provide transmission speeds up to 10Mbps are called 10BASE-T. Devices are connected to the cable and compete for access using a Carrier Sense Multiple Access with Collision Detection protocol.

**Explorer** See *Microsoft Internet Explorer* and *Windows Explorer*.

# F

**fax modem** A modem that allows your computer to transmit and receive faxes. The fax modem can transmit documents to fax machines and other computers with fax modems. It can broadcast a fax to several sites at once. A dual-purpose modem functions as both a regular modem that transmits files as attachments, and a fax modem that transmits printed documents.

**file extension** A dot and two or three letters after a file name that indicate the program in which the file was created. For example, .doc indicates that the file was created in Microsoft Word.

**floppy disk** See *diskette.*

**folder** Represented by an icon that looks like a yellow manila folder, a folder contains other folders (subfolders) and files. Both MS-DOS and early versions of Microsoft Windows used the term directory (and subdirectories) for folder (and subfolders).

# G

**GIF** Pronounced giff. A file format for graphics displayed on the Internet. They are easily identified by the file extension .gif. See also *JPEG.*

**graphical interface** Communication between a person and a computer by means of images. With a pointing device, such as a mouse, you click an icon to tell the computer what you want. See also *icon.*

**graphics** Pictures or illustrations, including drawings, pie charts, bar graphs, street maps, architectural and engineering designs, fashion designs, musical scores, cartoons, animated images, and photographs. A graphics card enables the monitor to display these items on the screen. See also *XGA* and *SXGA+*.

# H

**hard disk** Internal storage media for permanent storage of system files, software, and data files. The hard disk consists of flat, round platters. Each side of each platter has a head that floats on a thin cushion of air over the surface of the rapidly spinning disk and picks up (reads) magnetically stored data or records (writes) data onto the disk.

**hard drive** The drive that reads and writes to the hard disk. If you have a large hard drive, it may be divided into several partitions. Each partition is designated by a different icon and a drive letter, beginning, with the letter C. Partition C: contains the files the computer uses to start up. The other partitions contain no preinstalled files.

**hardware** The physical components of a computer—the parts you can physically touch. See also *software*.

**HTML** The standard language for documents designed for viewing on the Internet with a browser. Tags, embedded in the documents, mark the location of other electronic files—including text, graphics, audio, and video files. Click on the links to jump from one document to another. Documents formatted for a browser can be identified by the file extension .htm or .html. See also *hyperlink*.

**http://** This protocol commands the Web server to locate the Web site you requested and transmit the Web site to your computer.

**hyperlink** The embedded link to another document. When you pass the cursor over a link (usually highlighted text or an image), a small hand with a pointed index finger is displayed. When you click the link, the document to which it points is automatically transferred to your computer—no matter where on the Internet the file is stored. See also *HTML*.

## I

**icon** A small picture that represents a menu command, file, program, tool, or peripheral.

**interactive** A computer program that responds to you as if you were having a conversation. You give instructions; the computer performs an action or requests additional information. Computer games, multimedia, and tutorials are interactive programs.

**interface** A means of communication between two entities. A person and a computer interface through a monitor, keyboard, and mouse. Two computers interface through a network or Internet connection.

**Internet** A worldwide collection of computer networks that are interconnected so that users can share electronic information.

**Internet Explorer** See *Microsoft Internet Explorer.*

**Internet keyboard** A keyboard that resembles a typewriter keyboard, but is equipped with special buttons programmed to connect to the Internet.

**Internet phone** A video telephone that allows you to make long-distance calls over the Internet.

**ISP** Internet Service Provider. A company that provides access to the Internet. To use the service, you need the service provider's software, a user name, a password, and access phone numbers. Through a modem, you can log on to the ISP, surf the World Wide Web, and send and receive e-mail.

## J

**JPEG** Pronounced J-peg. A file format for graphics, especially photographs, displayed on the Internet. It is easily identified by the file extension .jpg.
JPEG files, which store more information per pixel than GIF files, are used for complex, high-resolution images.
See also *GIF* and *pixel.*

# L

**LAN** Local Area Network. Two or more computer that are connected locally to share resources. See also *network.*

**left click** To push down and quickly release the left mouse button to select an item.

**link** See *hyperlink.*

**log on** To gain access to a computer network or the Internet by entering a user name and password. See also *network.*

# M

**main memory** Physical memory chips (RAM) inside the computer. Every program you launch and every file you open must be copied from a storage disk, disc, or diskette into main memory. The amount of main memory in your computer determines how many programs you can run and how much data you can process at one time. Memory is measured in megabytes (1 million bytes or characters) of information. Most personal computers come with a minimum of 32 megabytes of main memory—the minimum recommendation for Windows programs. You can insert extra memory (visit the following Web site for more information: www.compaq.com/). See also *RAM* and *byte.*

**microprocessor** A silicon chip inside your computer that processes the instructions and data from input devices (such as the keyboard and mouse) and communicates them to output devices (such as the monitor, speakers, and printer).

**Microsoft Internet Explorer** A Web browser developed by the Microsoft Corporation. See also *browser.*

**Microsoft Windows** The most popular computer operating system in the world. It is characterized by the use of windows and icons. Each running program and open file has its own window. Instead of memorizing commands, you click icons to communicate with the computer. Clicking the minimize button shrinks a program to an icon on the

taskbar. Clicking the icon redisplays the program as a window. You can have several windows open at the same time and toggle from one to another by using **Alt+Tab.** (Press and hold down the **Alt** key, press the **Tab** key, and then release both keys. A palette with an icon for each program is displayed. Click the icon for the program you want.) See also *Windows desktop, Windows Explorer,* and *Windows taskbar.*

**MIDI** Pronounced middy. Musical Instrument Digital Interface. An interface that allows the computer to record sounds created by a synthesizer and then manipulate the data to produce new sounds, such as changing the key of a composition. See also *interface* and *digital.*

**MIDI connector** A connector on the back of the computer for plugging in a synthesizer keyboard.

**MIDI format** A file format used to store electronic music sounds. It can be identified by the file extension .mid. A sound card that supports MIDI files allows the computer to generate the synthesized musical sounds found in games, CD-ROMs, and presentation packages.

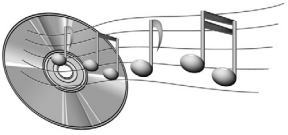
**minimize** To shrink a running program window into an icon on the Windows taskbar. Click the icon to restore the program window. See also *Microsoft Windows.*

**modem** A device in the computer that converts data from digital format to analog format so that it can be transferred through a standard telephone line to another computer. The modem in the receiving computer converts the data back to digital format.
See also *digital.*

**mouse** A device that you move across the top of your desk (or a mousepad) to move the pointer or cursor on the screen. Click to select an item, double-click to launch a program, and right-click to see a shortcut menu.

**mouse pointer** The arrow on the screen that moves with the mouse.

**MP3** The file extension for MPEG, audio layer 3, sound files. This format compresses sound data from a stereo music CD to one-half of its original size without sacrificing sound quality. Because of their small size, MP3 files can easily be transferred over the Internet. You can download individual songs or entire CDs in MP3 format to your computer. The format is easily identified by the file extension .mp3.



**multimedia** Two or more media formats used together, such as text, graphics, animation, audio, or video.

**music software** Programs for composing and editing music. When you play a tune on a synthesizer keyboard connected to a computer, the music program translates what you play into a written score.

# N

**navigate** To move through a Web site or online document by clicking the hyperlinks embedded in the text or images. See also *hyperlink.*

**Netscape Navigator** A Web browser developed by the Netscape Communications Corporation. See also *browser.*

**network** Two or more computers linked together to share resources, such as programs, files, and printers. See also *NIC.*

**NIC** Network Interface Card. An expansion card or other device used to connect a computer to a local area network. See also *network.*

## O

**OS** Operating System. The interface that permits a person and a computer to “talk” to one another. Microsoft Windows, the most popular operating system, displays icons, menus, and dialog boxes to find out what you want. You use a mouse and keyboard to reply.
See also *Microsoft Windows* and *interface*.

## P

**parallel port** A connector on the back of the computer for plugging in a parallel cable attached to a parallel device, such as a printer. Data is transferred, one byte at a time, through eight data wires (one for each bit in the byte). All eight bits travel side by side and arrive at the same time. A parallel port is faster than a serial port, which lets data through one bit at a time. See also *digital*.

**path** A sequence of information that directs the operating system to a file. For example, C:\Windows\Clouds.bmp is the path to a bitmap file named Clouds. It is located in a folder named Windows, which is located on the C drive.

**PC card** A removable device that is designed to plug into a PCMCIA slot to accommodate devices such as a modem, fax, and rotating storage media.

**peripheral** An external device connected to a computer. Examples are a monitor, keyboard, mouse, printer, scanner, joystick, and digital camera.

**pixel** One of the individual dots, or picture elements, that compose a graphical image. See also *graphics*.

**playlist** Tracks chosen to play from a CD or DVD.

**plug-and-play** A feature, introduced with Windows 95, to simplify the use of some peripheral devices. Once the device has been installed (in accordance with the manufacturer's instructions), you can plug it into the computer while the computer is running. The operating system automatically recognizes the new device. (In order to connect a non-plug-and-play device, you must first shut down the computer.) See also *peripheral.*

**pop-up menu** A list of options that pops up when you right-click an icon on the desktop or taskbar, the vacant part of the desktop, a selection in a document, or a file in Windows Explorer. See also *right-click.*

**processor** Short for microprocessor. The brains of the computer.
See also *microprocessor.*

**product key** A unique series of letters and numbers that are assigned to each software package you buy. You are asked to enter the product key when you install the software. When you register the software, you transmit the product key to the manufacturer to enter in a customer database. Later, when you call for technical support, you are asked for the product key. The technician matches it against the database to determine whether you qualify for support. You should keep a record of all product keys to protect your investment. They are comparable to the serial numbers on hardware.
See also *software.*

**program** Software that you install on a computer for word processing, drawing, manipulating photos, reconciling your bank statement, calculating your taxes, composing music, or playing games. It is occasionally referred to as an application.
See also *software.*

## Q

**QuikDock** A device that provides ports for external devices, allowing you to "dock" and remove your Notebook while your hardware remains connected to the QuikDock.

## R

**RAM** Random Access Memory. The main memory of the computer. It holds a copy of the operating system, any programs that are running on the computer, and any data that is being processed. RAM is temporary memory; turning off the computer clears RAM. The more RAM your computer has, the faster the programs respond. See also *main memory* and *ROM*.

**right-click** To push down and quickly release the right mouse button to display a shortcut menu of the most commonly used commands for the item you clicked. See also *pop-up menu.*

**ROM** Read-Only Memory. Memory that contains the basic instructions for the microprocessor. ROM is permanent memory; turning off the computer does not erase it. Since you cannot change or write to ROM, it is referred to as read only.
See also *microprocessor.*

## S

**scanner** A device that creates digital images of printed documents and photographs. Software allows you to save and edit the images on the computer. See also *digital* and *software.*

**screen saver** A moving picture or pattern that appears on the screen when you stop using your computer for a specified period of time. Originally designed to protect the monitor, screen savers are now used for amusement.

**scroll** To gradually move information across the screen when a document or Web page is too long or too wide to view all at once. Scroll bars are located along the right side and across the bottom of a window. When scroll arrows are present at the ends of the bars, you know that some information is off the screen. Click on one of the arrows to scroll the information into view.

**scroll mouse** A mouse with a scroll wheel (between the two mouse buttons) for automatic scrolling through long documents or Web pages.

**search engine** A program, accessed on the Internet, that allows you to search large databases for information, using keywords or phrases.
See also *database*.

**shareware** Software you can try before you buy. After a trial period, usually 30 days, the program uninstalls unless you pay for it. You can download shareware from the Internet.
See also *software*.

**shortcut** An icon on the Windows desktop that you double-click to launch a program.

**shortcut menu** A menu that pops up when you right-click an icon on the Windows desktop or taskbar, the vacant part of the desktop, a selection in a document, or a file in Windows Explorer. The options on the pop-up menu are the most commonly used commands that relate to the item you right-clicked.
See also *right-click*.

**sleep mode** A low-power state that saves electricity when the computer is not in use.

**software** The invisible code stored in digital bits and bytes. It consists of a set of instructions that tell the hardware what tasks to perform. See also *digital* and *program*.

**surge protector** A device that protects a computer from fluctuations in power. A surge protector regulates the flow of electricity to the computer and prevents high-voltage surges from damaging the equipment.

**SXGA+** **S**uper **E**xtended **G**raphics **A**rray. A video display standard that provides a screen resolution of 1400 x 1050 pixels. See also *pixel.*

## T

**taskbar** See also *Windows taskbar.*

## U

**upload** To send information to another computer on the Internet.

**UPS** Uninterruptible Power Supply. A device that provides a short-term backup power supply, as well as surge protection.

**URL** Uniform Resource Locator. The address of a Web site, such as www.compaq.com.

**USB port** Universal Serial Bus port. A connector for plugging in multiple, ultra-high-speed peripherals. USB ports are gradually replacing serial ports and parallel ports and eliminating the need for so many connectors and cables. (Multiple USB peripherals can be linked together in a chain to share the same port.) See also *shareware, parallel port,* and *peripheral.*

## V

**V.90 standard** A standard adopted in 1998 to resolve two competing technologies for 56Kbps modems. (If your modem does not conform to the V.90 standard, you can visit the manufacturer's Web site and download a software upgrade.)

**video phone** See *Internet phone.*

**virus** A set of software instructions written to harm computers. A virus can cause unusual messages to display on the screen, destroy information on the hard disk, or cause your hard disk to crash. Some viruses affect your computer immediately; others are set to activate on a certain date. See also *anti-virus software.*

## W

**WAV** A file format used to store sounds. WAV sound files can be identified by the file extension .wav. Microsoft and IBM developed the format for Windows programs that support sound.

**Web** See *World Wide Web.*

**Web browser** See *browser.*

**window** A framed area that displays on the Windows desktop after you select an item or open a program.

**Windows desktop** The main screen you see when your computer completes startup. The desktop displays icons (small pictures) that represent items in the operating system (such as My Computer and Recycle Bin), shortcuts to programs installed on your computer, and shortcuts to folders or files. See also *shortcut.*

**Windows Explorer** A file management program that lets you see the hierarchy of folders on your computer and all the files and subfolders in each folder. Visualizing the hierarchy is useful for copying and moving files. You can open the folder that contains the file you want to move or copy, click and drag the file to a new folder, and then drop it in. To find Windows Explorer, click the **Start** button, and point to Programs. You can create a shortcut to Windows Explorer.

**Windows taskbar** The gray bar running along the bottom of the screen when your computer completes startup. The Start button is on the left side of the taskbar, and the systray (a tray with icons and the computer clock) is on the right. Programs that are running, but minimized into icons, are displayed in the middle of the taskbar.

**wizard** Part of a program that guides you through a complex process, such as signing up with an Internet service provider or posting a Web site to a server. Most programs on CD-ROMs have wizards to guide you through the installation process.

**World Wide Web** A system of Internet servers that support documents formatted in HTML. See also *HTML.*

## X

**XGA** E**X**tended **G**raphics **A**rray. A video standard that provides a screen resolution of 1024 x 768 pixels. See also *pixel.*

## Z

**zipped file** A file that has been squeezed to a smaller size by compression software, such as WinZip. An archive (group of related files that are zipped together) can be transmitted as an e-mail attachment much faster than individual files. An archive takes up less storage space on your disk. It can be identified by the file extension .zip. An archive contains a self-extracting program with the file extension .exe (for executable). Double-click the executable file, and a wizard guides you through the process of unzipping the files.
See also *wizard.*

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